

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| Provider Number | Hospital Name  | Address 1                             |
|-----------------|--|---------------------------------------|
| 050002          | ST ROSE HOSPITAL                                     | 27200 CALAROGA AVE                    |
| 050006          | ST JOSEPH HOSPITAL                                   | 2700 DOLBEER ST                       |
| 050007          | PENINSULA MEDICAL CENTER                             | 1501 TROUSDALE DRIVE                  |
| 050008          | CALIFORNIA PACIFIC MEDICAL CTR-DAVIES<br>CAMPUS HOSP | 45 CASTRO STREET                      |
| 050009          | QUEEN OF THE VALLEY MEDICAL CENTER                   | 1000 TRANCAS ST                       |
| 050013          | ST HELENA HOSPITAL                                   | 10 WOODLAND ROAD                      |
| 050014          | SUTTER AMADOR HOSPITAL                               | 200 MISSION BLVD                      |
| 050016          | ARROYO GRANDE COMMUNITY HOSPITAL                     | 345 S HALCYON RD                      |
| 050017          | MERCY GENERAL HOSPITAL                               | 4001 J ST                             |
| 050018          | PACIFIC ALLIANCE MEDICAL CENTER                      | 531 W COLLEGE ST                      |
| 050022          | RIVERSIDE COMMUNITY HOSPITAL                         | 4445 MAGNOLIA AVENUE                  |
| 050024          | PARADISE VALLEY HOSPITAL                             | 2400 EAST FOURTH STREET               |
| 050025          | UNIVERSITY OF CALIFORNIA SAN DIEGO<br>MEDICAL CENTER | 200 WEST ARBOR DRIVE                  |
| 050026          | GROSSMONT HOSPITAL                                   | 5555 GROSSMONT CENTER DRIVE<br>BOX 58 |
| 050028          | MAD RIVER COMMUNITY HOSPITAL                         | 3800 JANES RD                         |
| 050030          | OROVILLE HOSPITAL                                    | 2767 OLIVE HIGHWAY                    |
| 050036          | BAKERSFIELD MEMORIAL HOSPITAL                        | 420 34TH ST BOX 1888                  |

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| Address 2 | Address 3 | City          | State |
|-----------|-----------|---------------|-------|
|           |           | HAYWARD       | CA    |
|           |           | EUREKA        | CA    |
|           |           | BURLINGAME    | CA    |
|           |           | SAN FRANCISCO | CA    |
|           |           | NAPA          | CA    |
|           |           | SAINT HELENA  | CA    |
|           |           | JACKSON       | CA    |
|           |           | ARROYO GRANDE | CA    |
|           |           | SACRAMENTO    | CA    |
|           |           | LOS ANGELES   | CA    |
|           |           | RIVERSIDE     | CA    |
|           |           | NATIONAL CITY | CA    |
|           |           | SAN DIEGO     | CA    |
|           |           | LA MESA       | CA    |
|           |           | ARCATA        | CA    |
|           |           | OROVILLE      | CA    |
|           |           | BAKERSFIELD   | CA    |

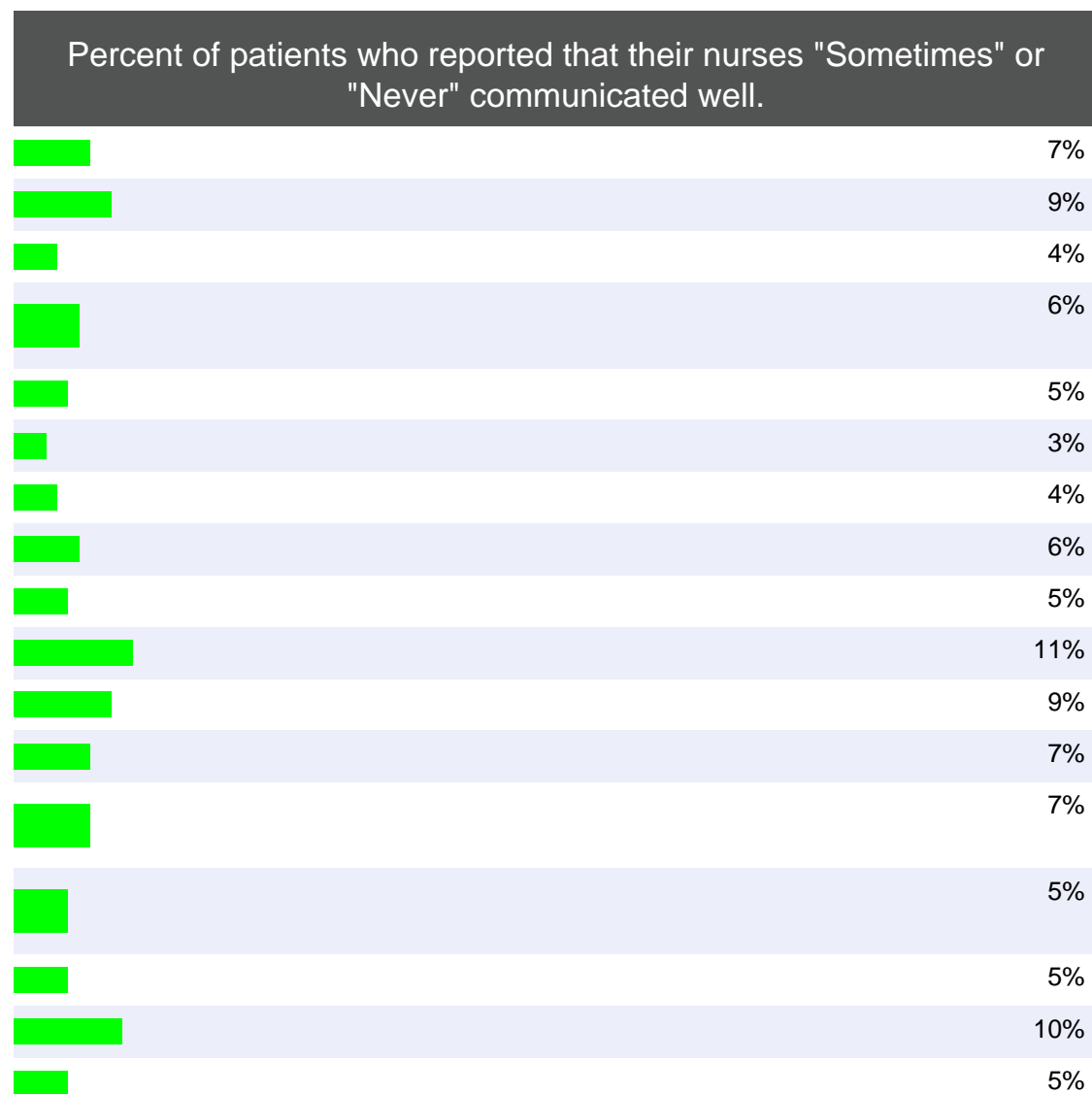
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| ZIP Code | County Name     | Phone Number |
|----------|-----------------|--------------|
| 94545    | ALAMEDA         | 5107826200   |
| 95501    | HUMBOLDT        | 7074458121   |
| 94010    | SAN MATEO       | 6506965270   |
| 94114    | SAN FRANCISCO   | 4156006000   |
| 94558    | NAPA            | 7072524411   |
| 94574    | NAPA            | 7079675899   |
| 95642    | AMADOR          | 2092237500   |
| 93420    | SAN LUIS OBISPO | 8054894261   |
| 95819    | SACRAMENTO      | 9164534545   |
| 90012    | LOS ANGELES     | 2136248411   |
| 92501    | RIVERSIDE       | 9517883000   |
| 91950    | SAN DIEGO       | 6194704321   |
| 92103    | SAN DIEGO       | 6195436222   |
| 91942    | SAN DIEGO       | 6194650711   |
| 95521    | HUMBOLDT        | 7078223621   |
| 95966    | BUTTE           | 5305338500   |
| 93301    | KERN            | 6613271792   |

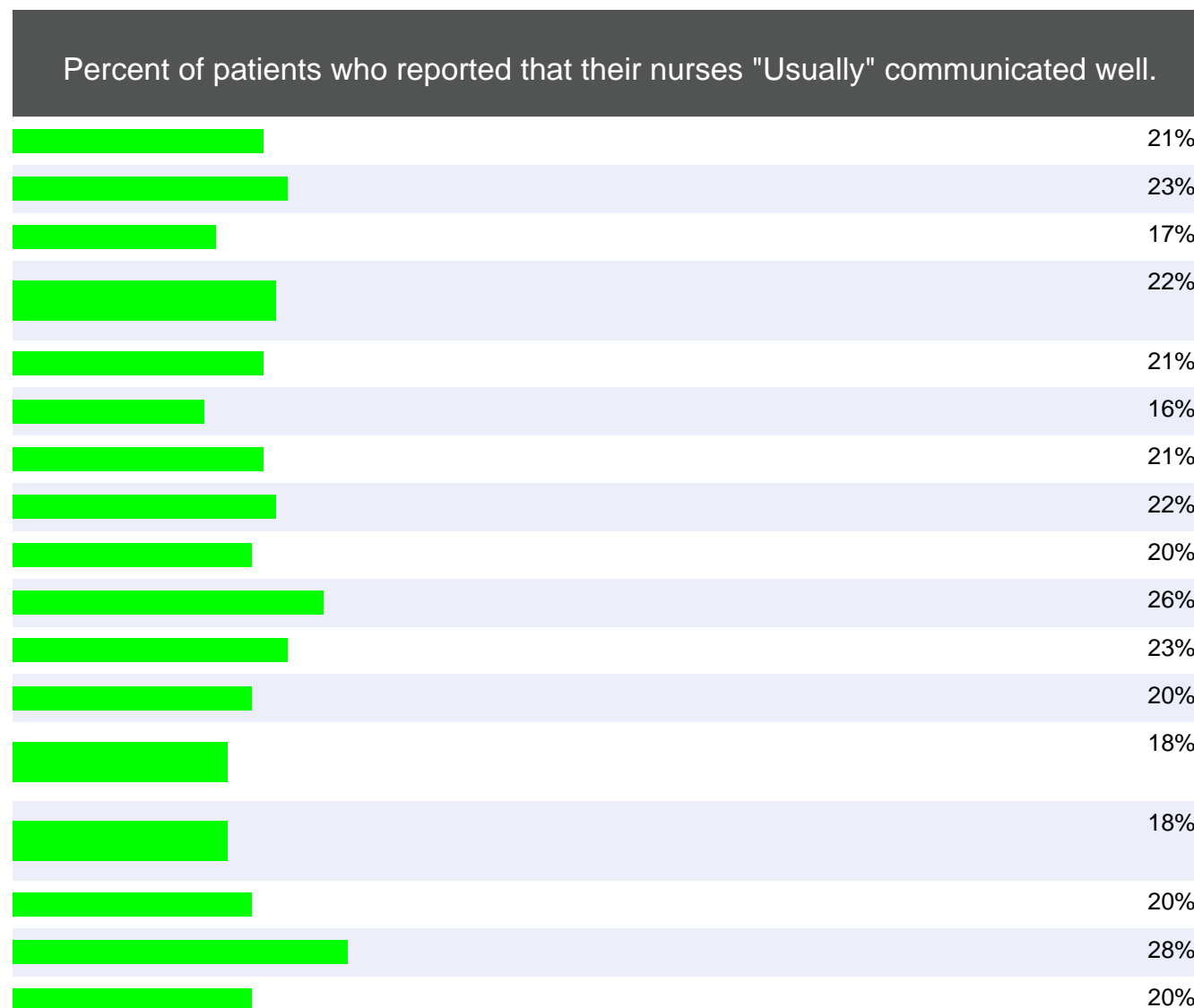
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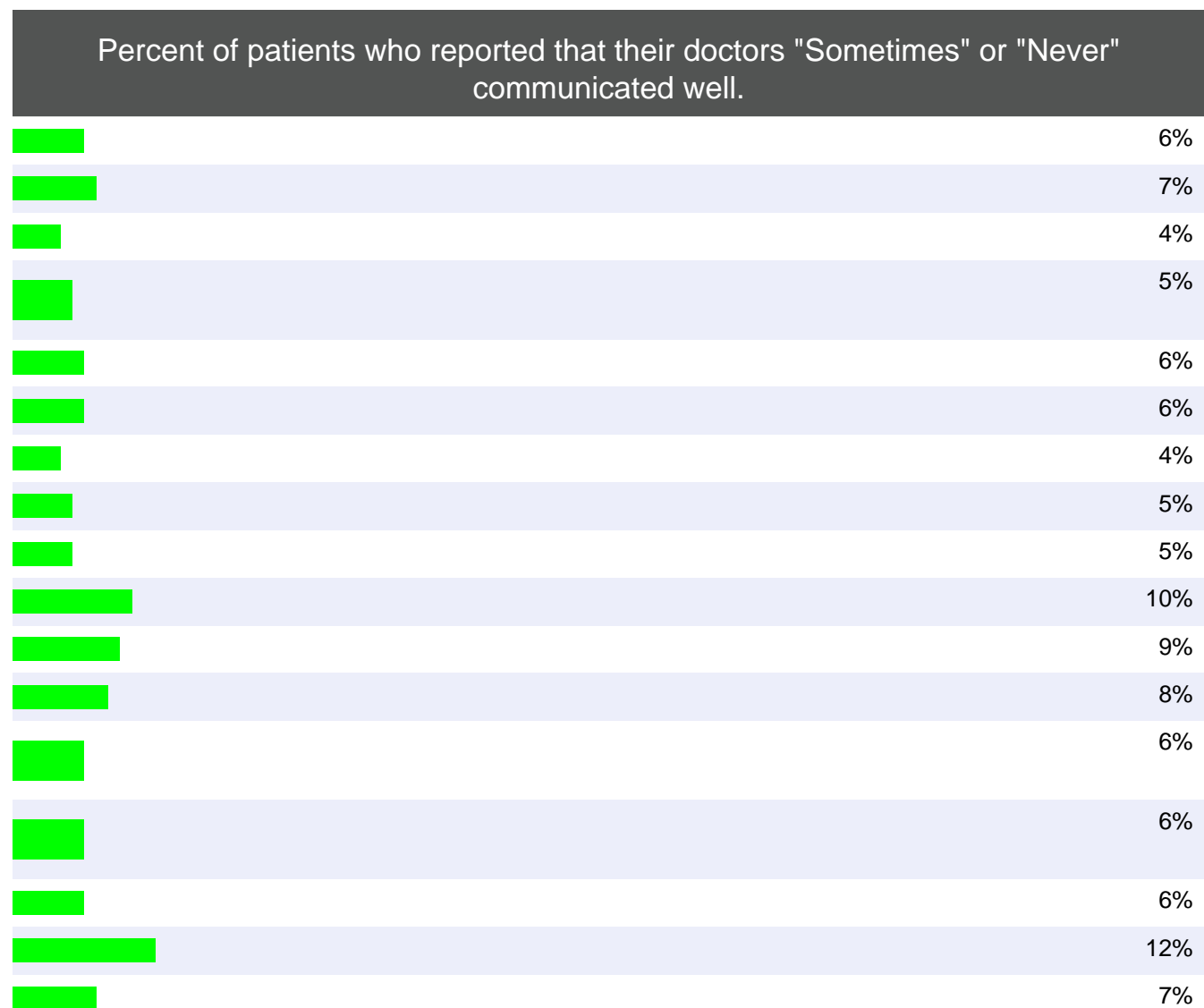
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their nurses "Always" communicated well.



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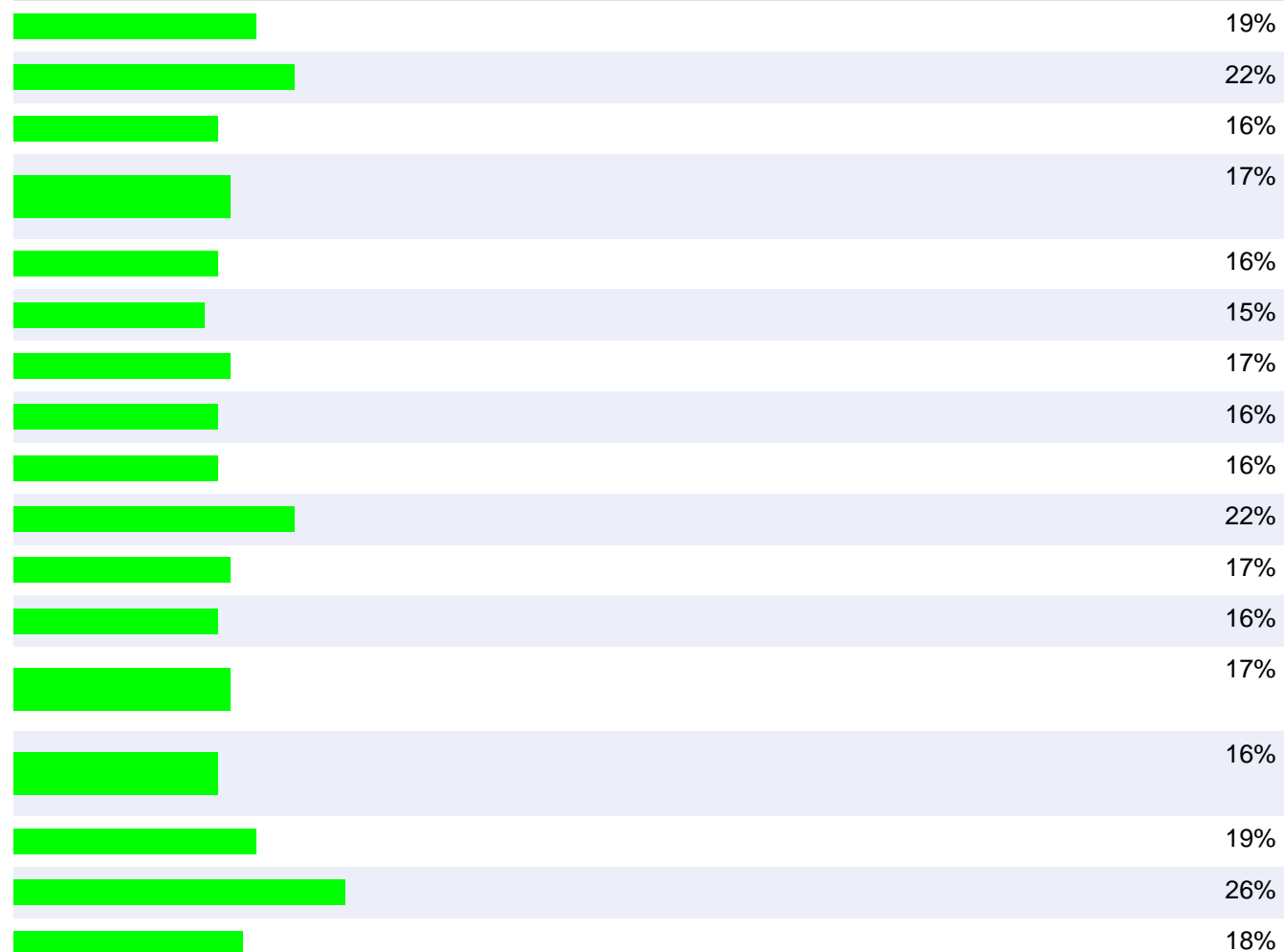
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that their doctors "Usually" communicated well.





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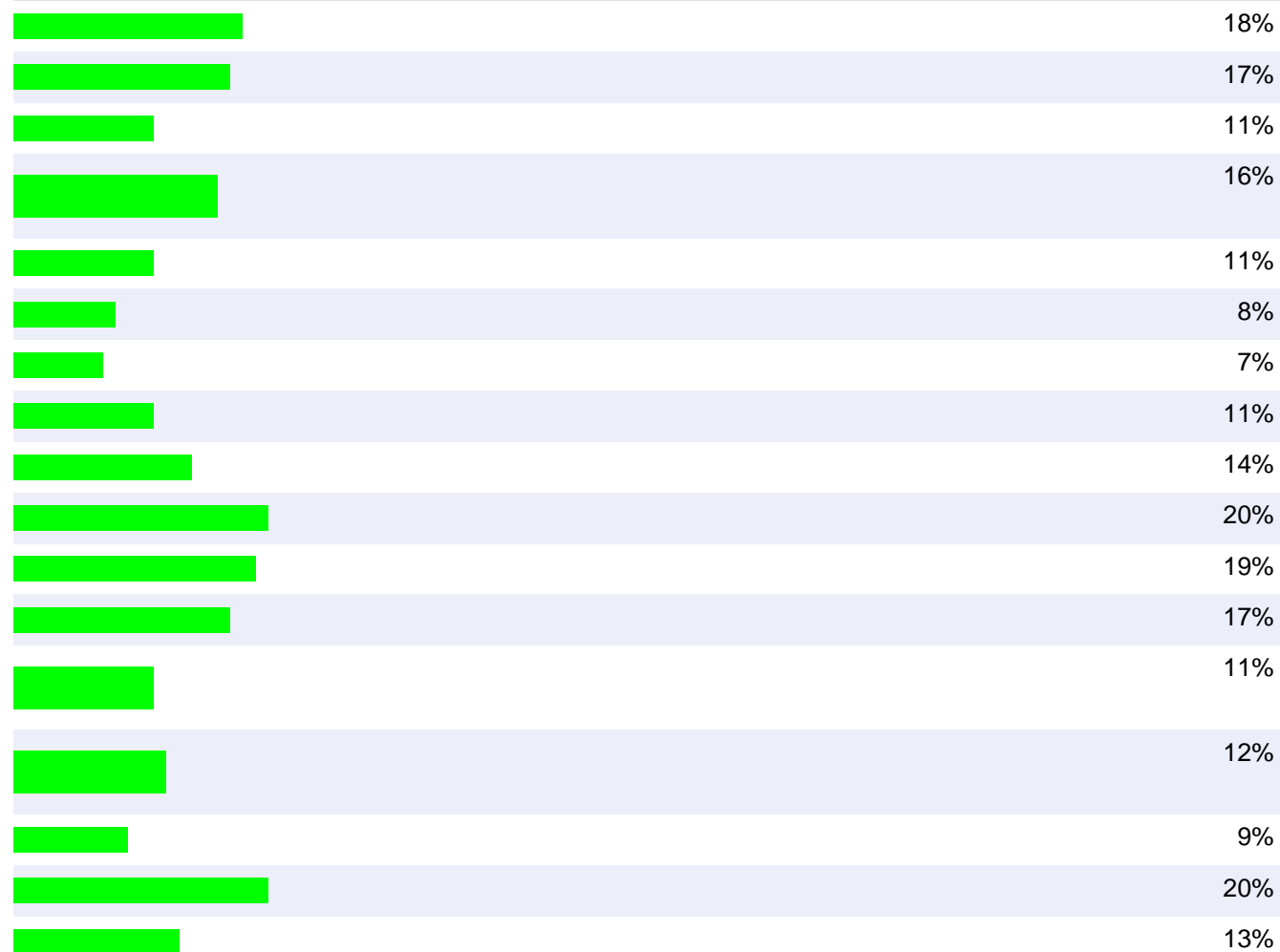
Percent of patients who reported that their doctors "Always" communicated well.



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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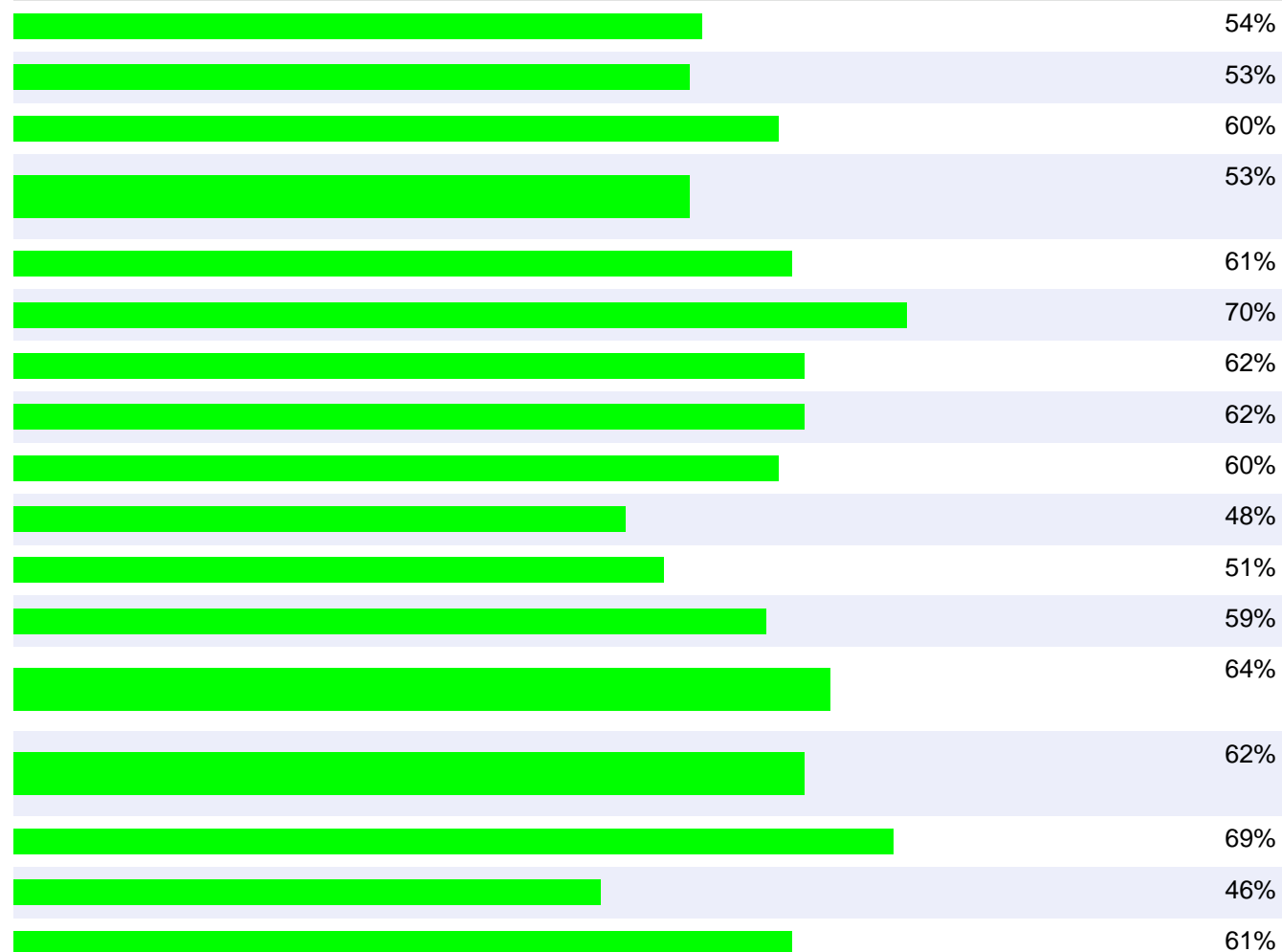
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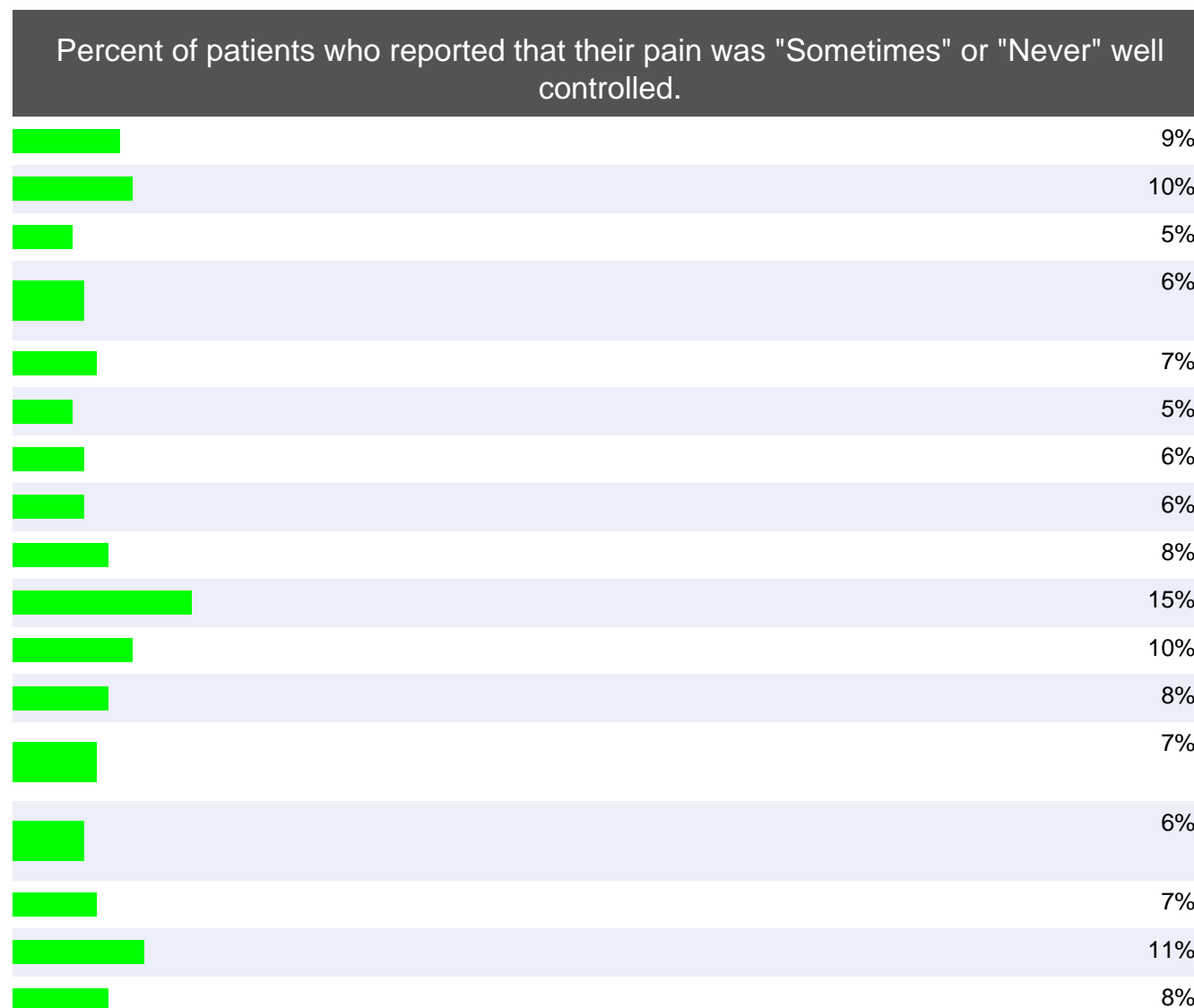
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Percent of patients who reported that they "Always" received help as soon as they wanted.



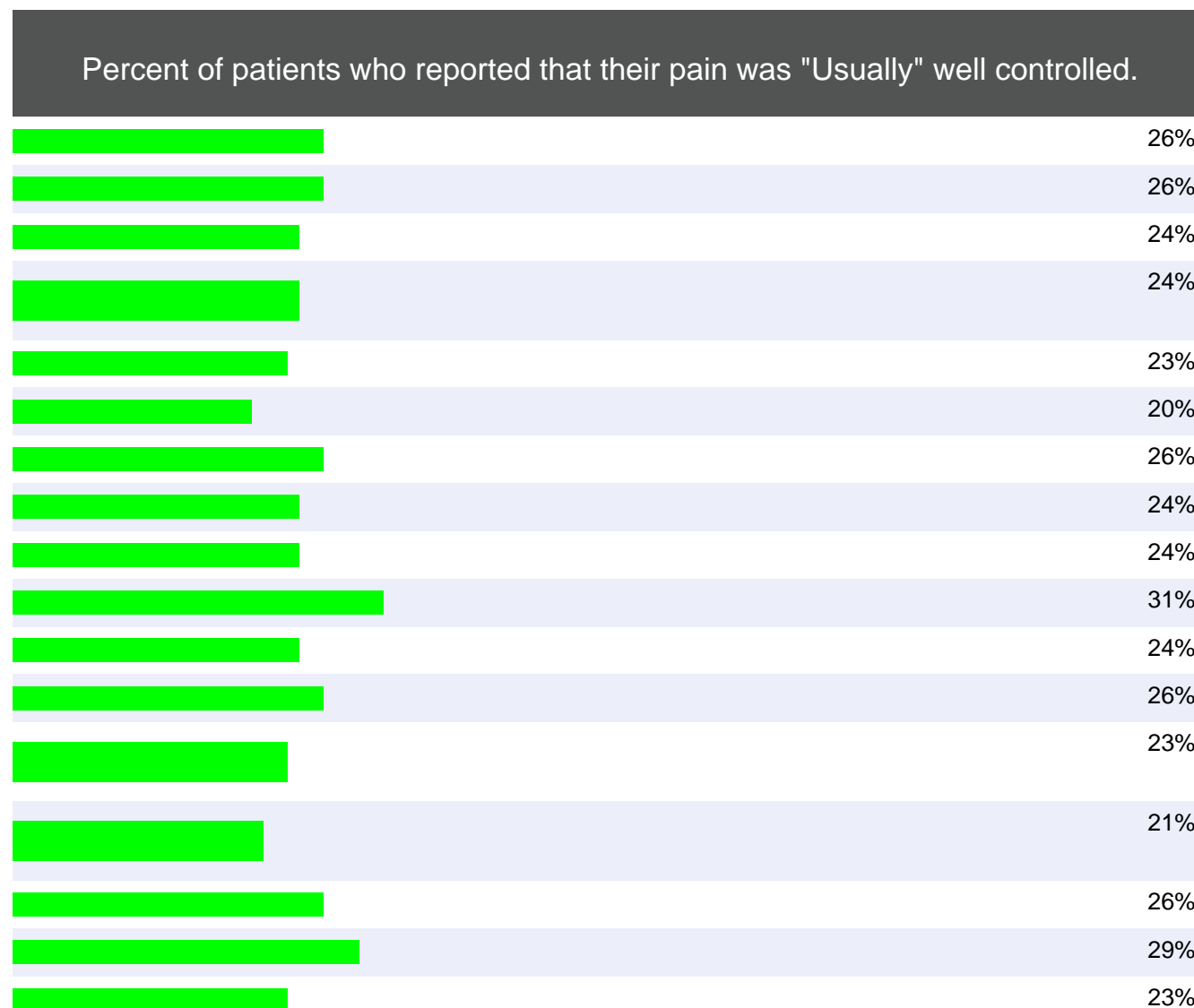
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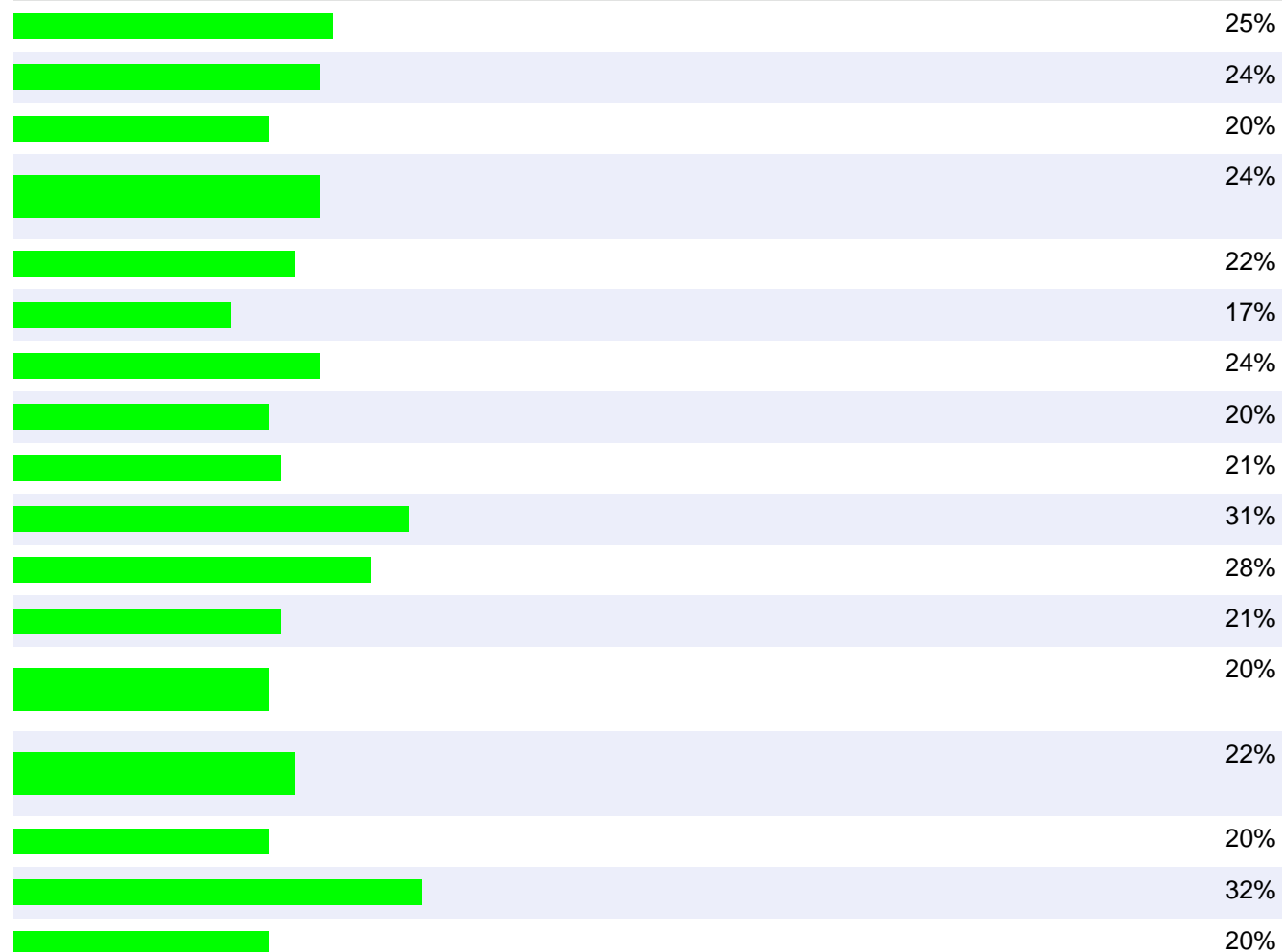
Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.

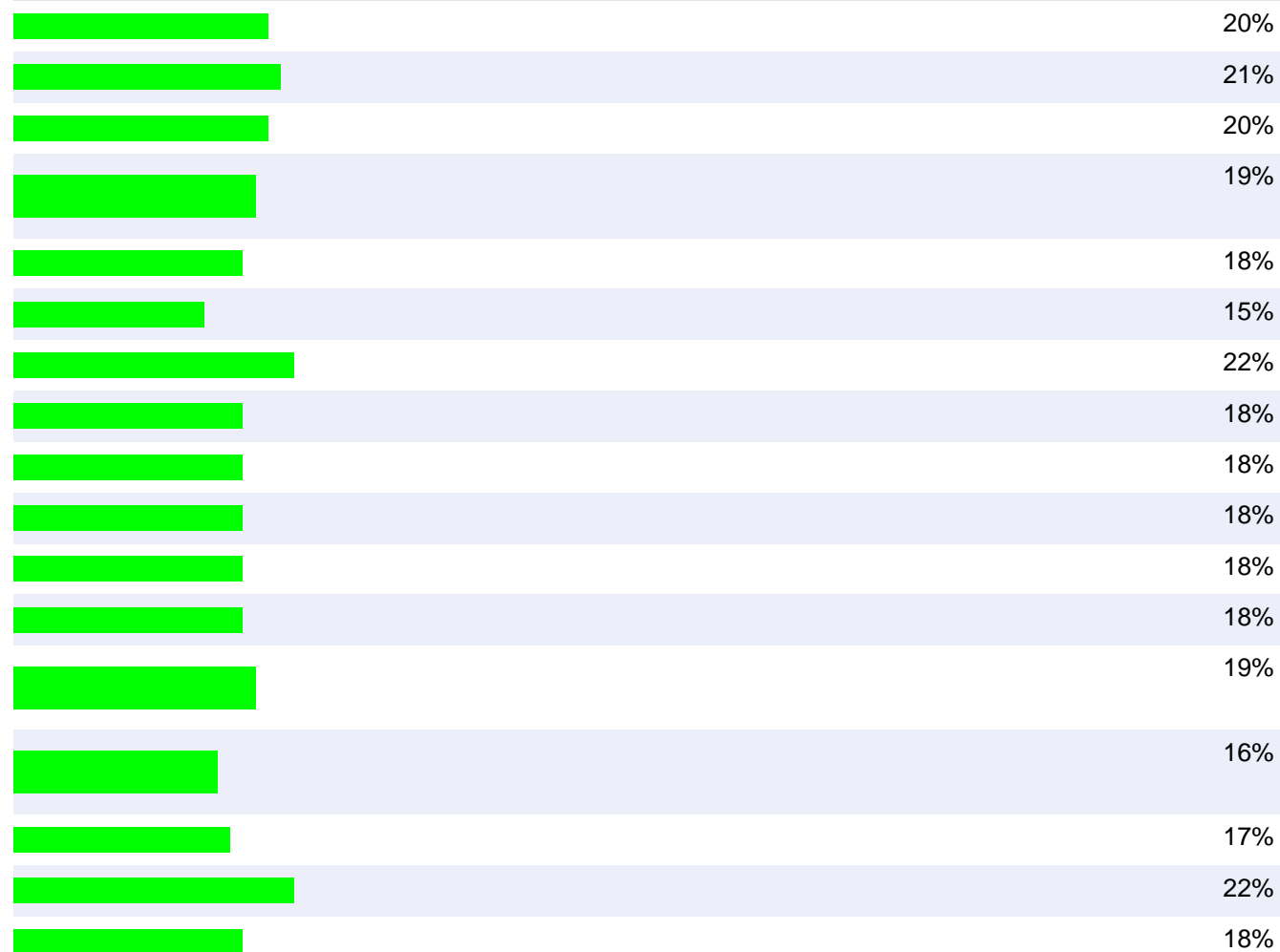




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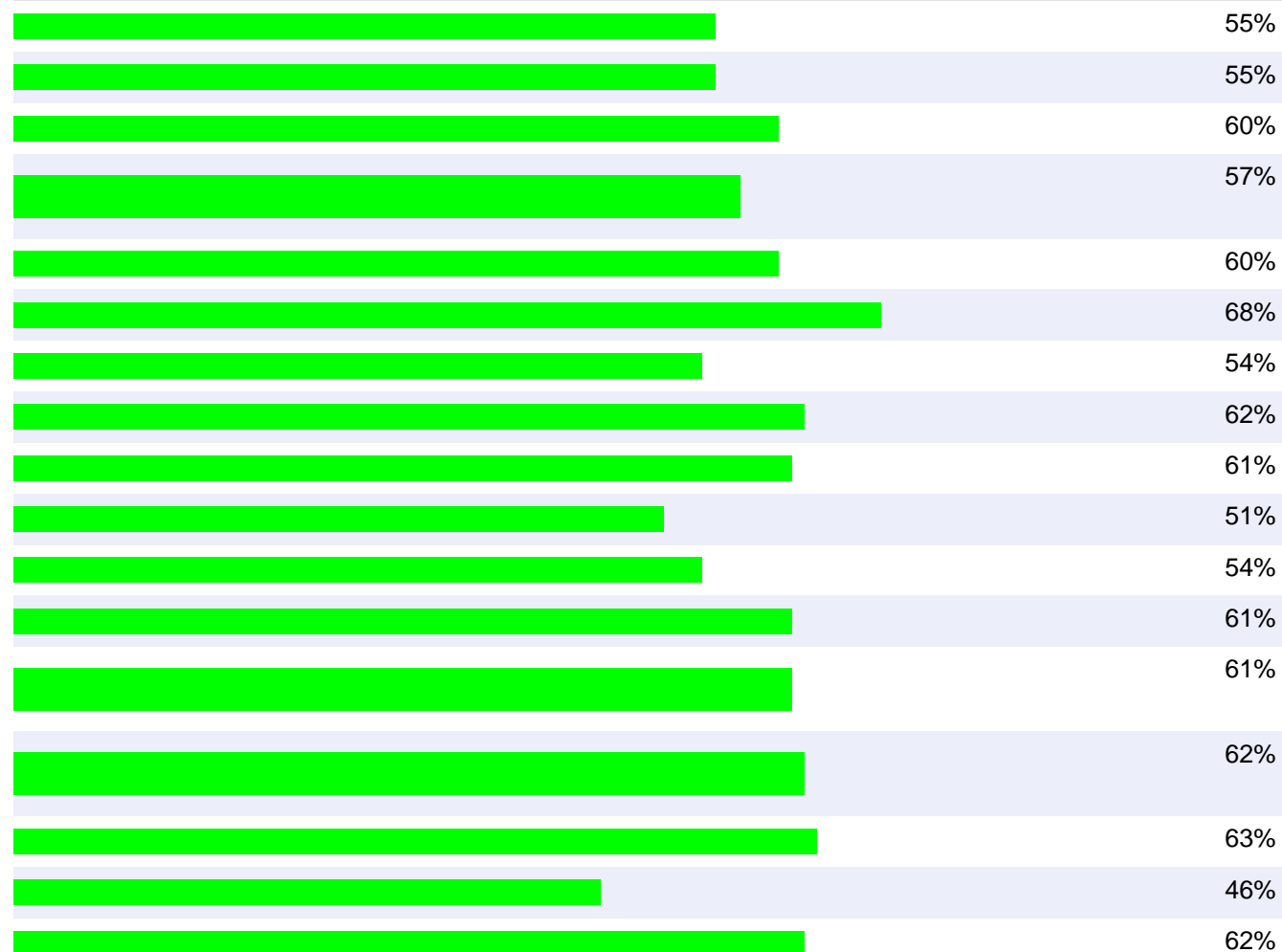
Percent of patients who reported that staff "Usually" explained about medicines before giving it to them.



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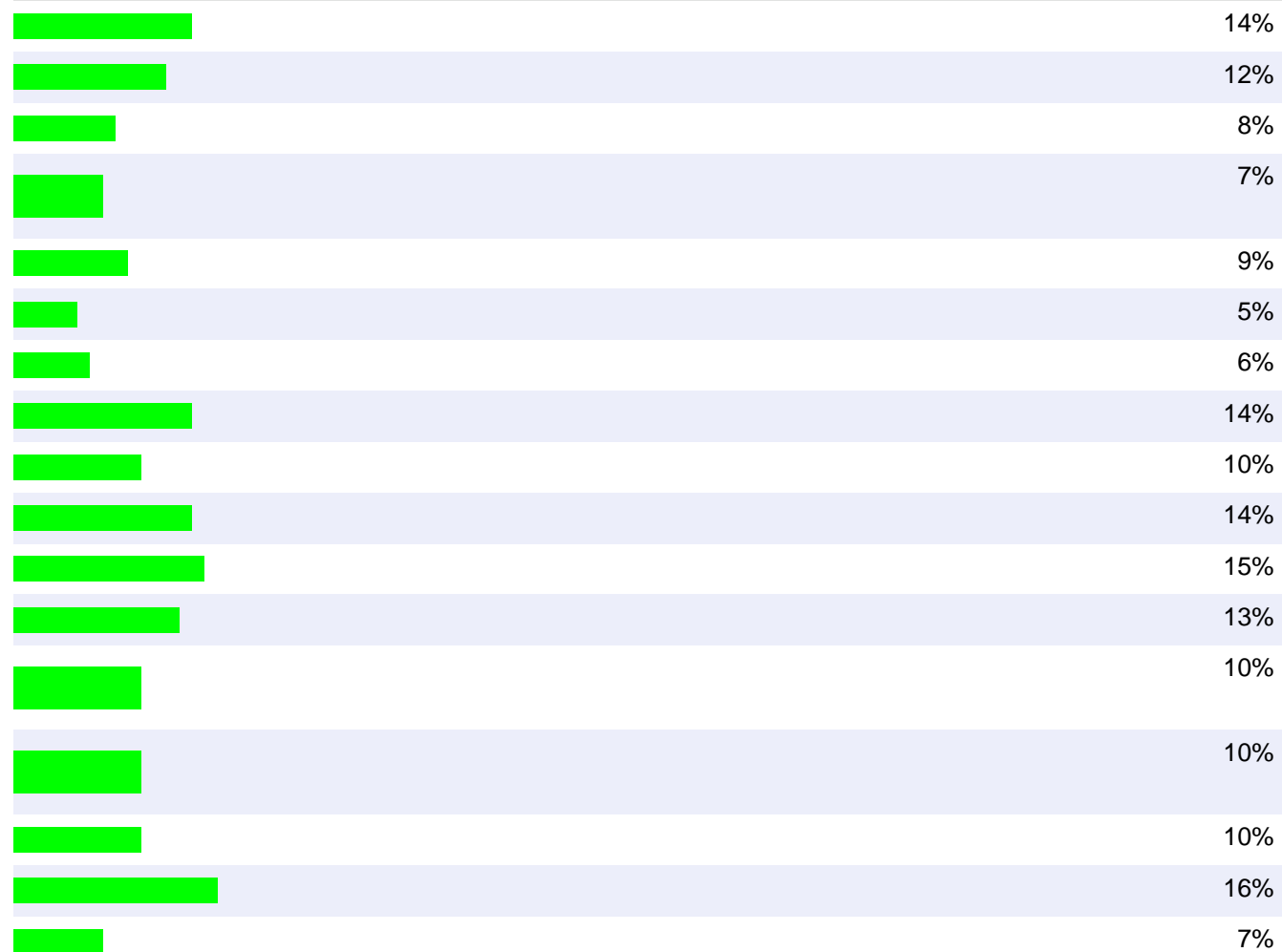
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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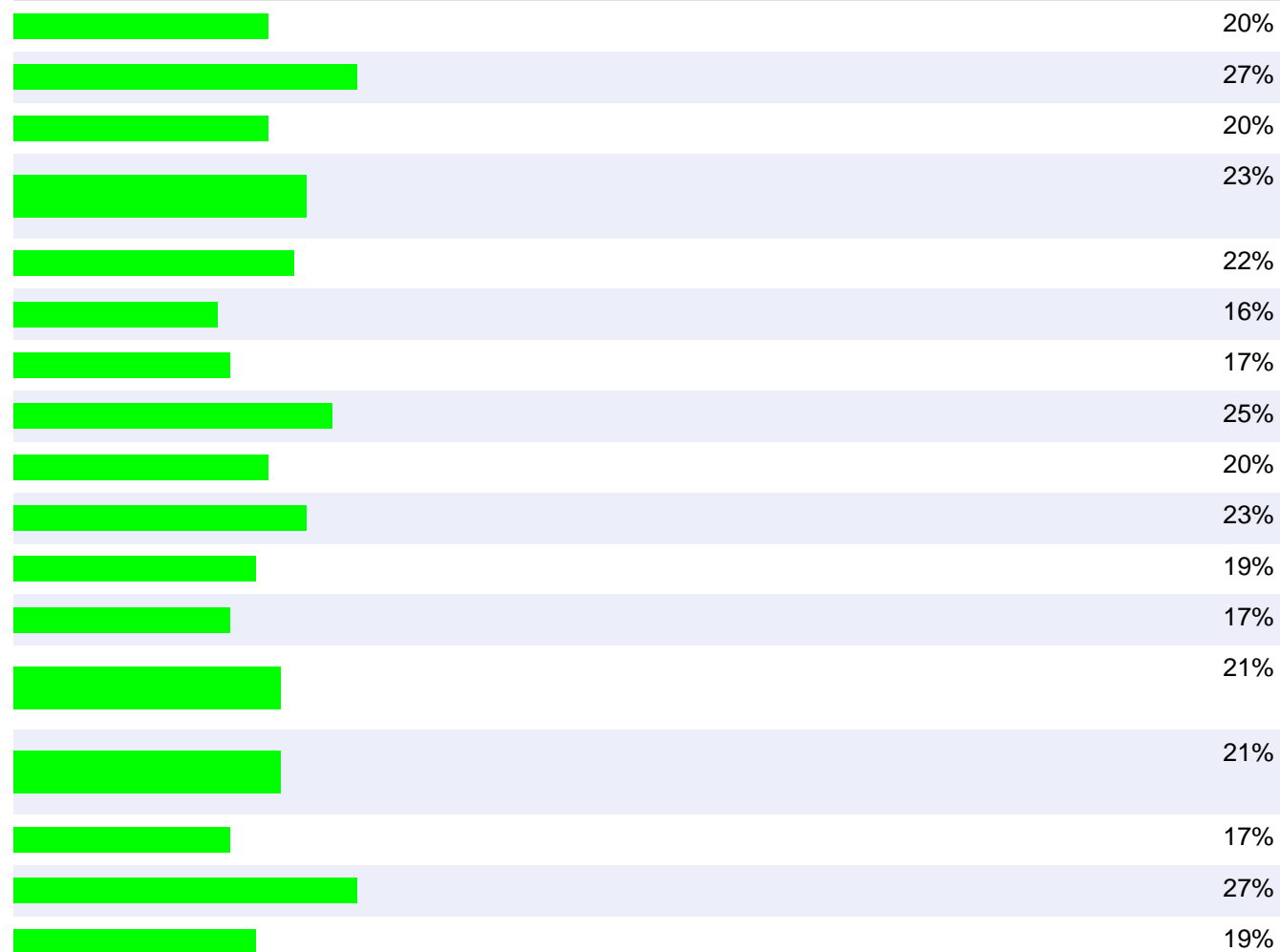
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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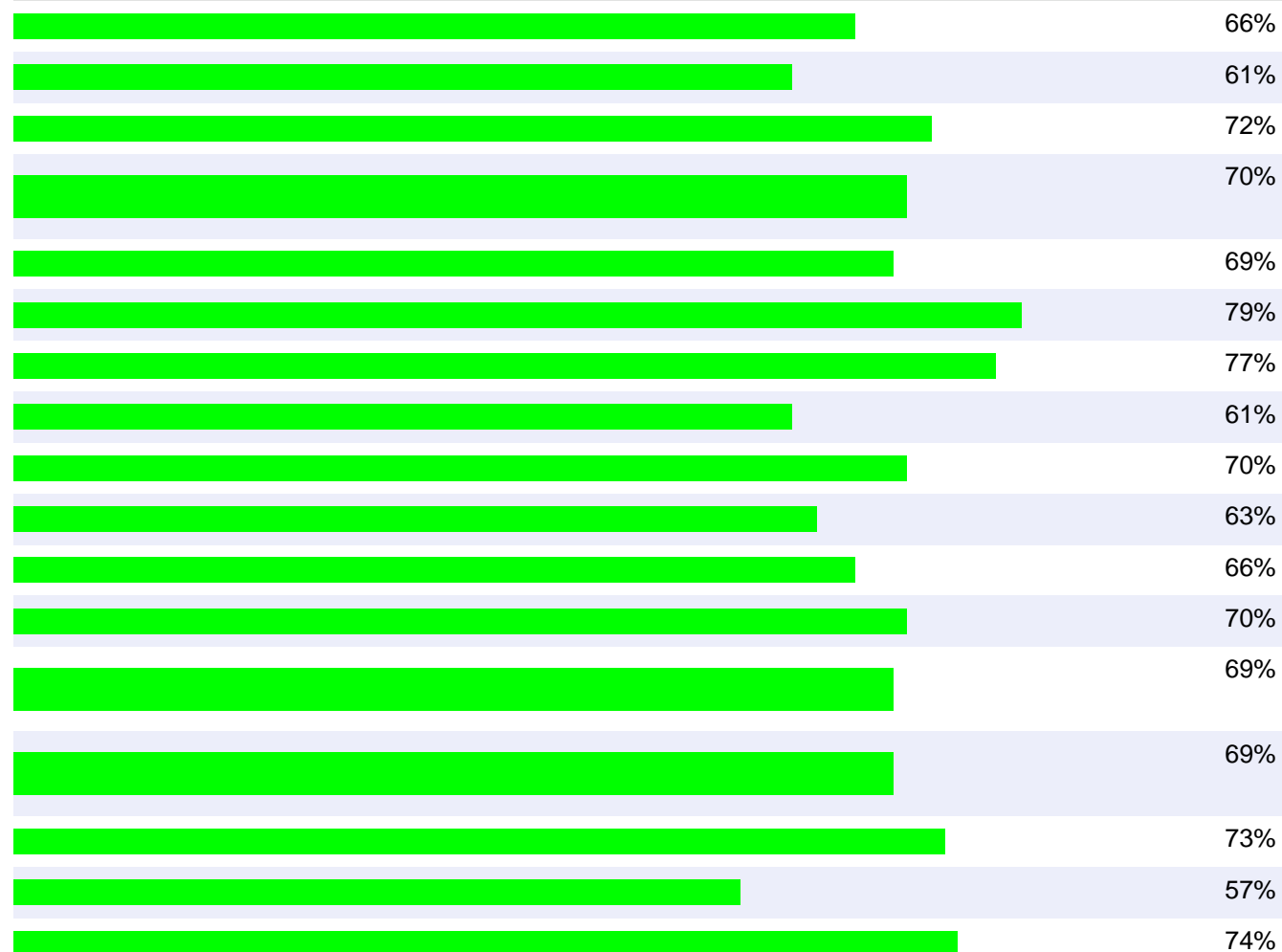
Percent of patients who reported that their room and bathroom were "Usually" clean.



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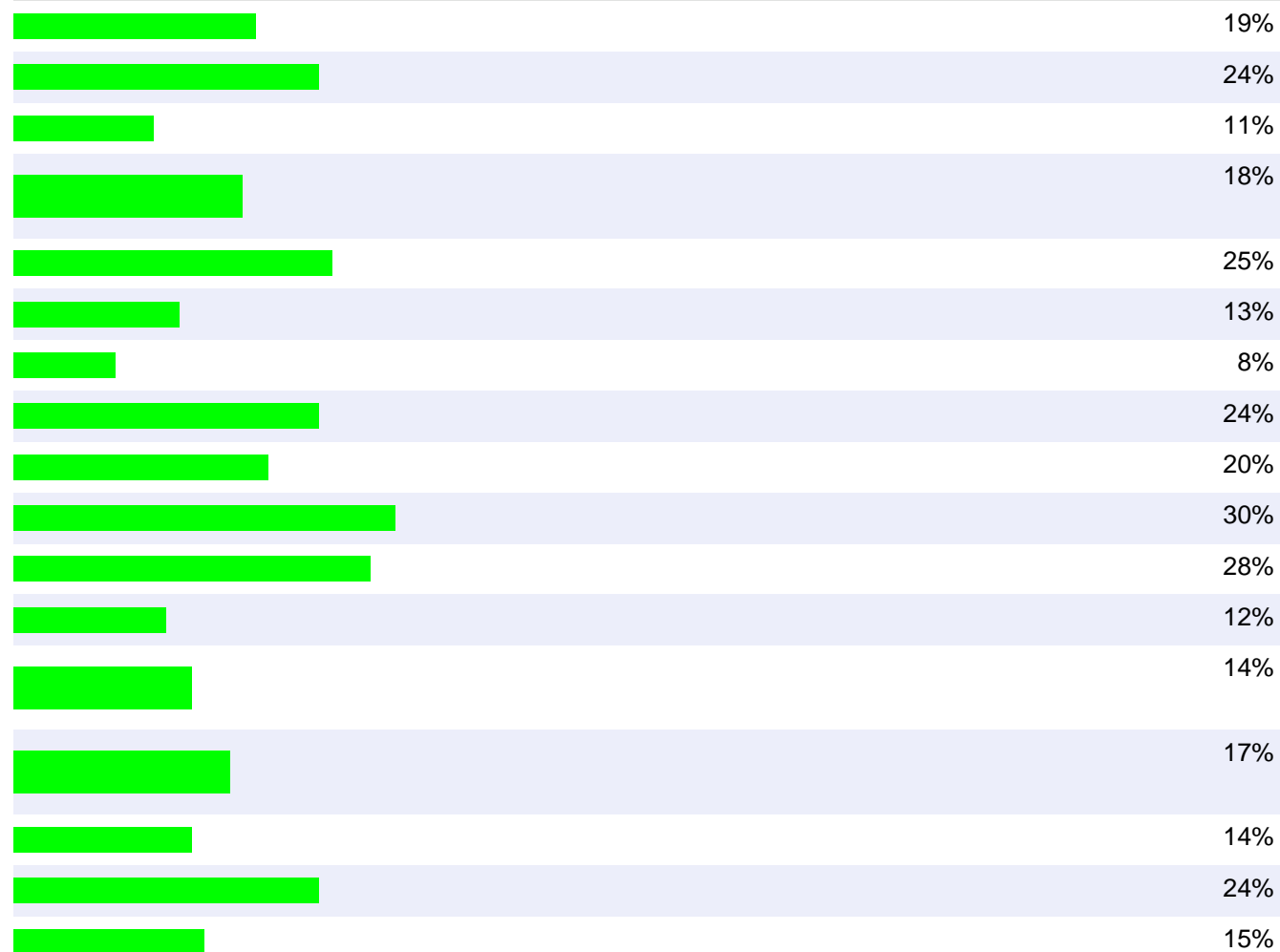
Percent of patients who reported that their room and bathroom were "Always" clean.



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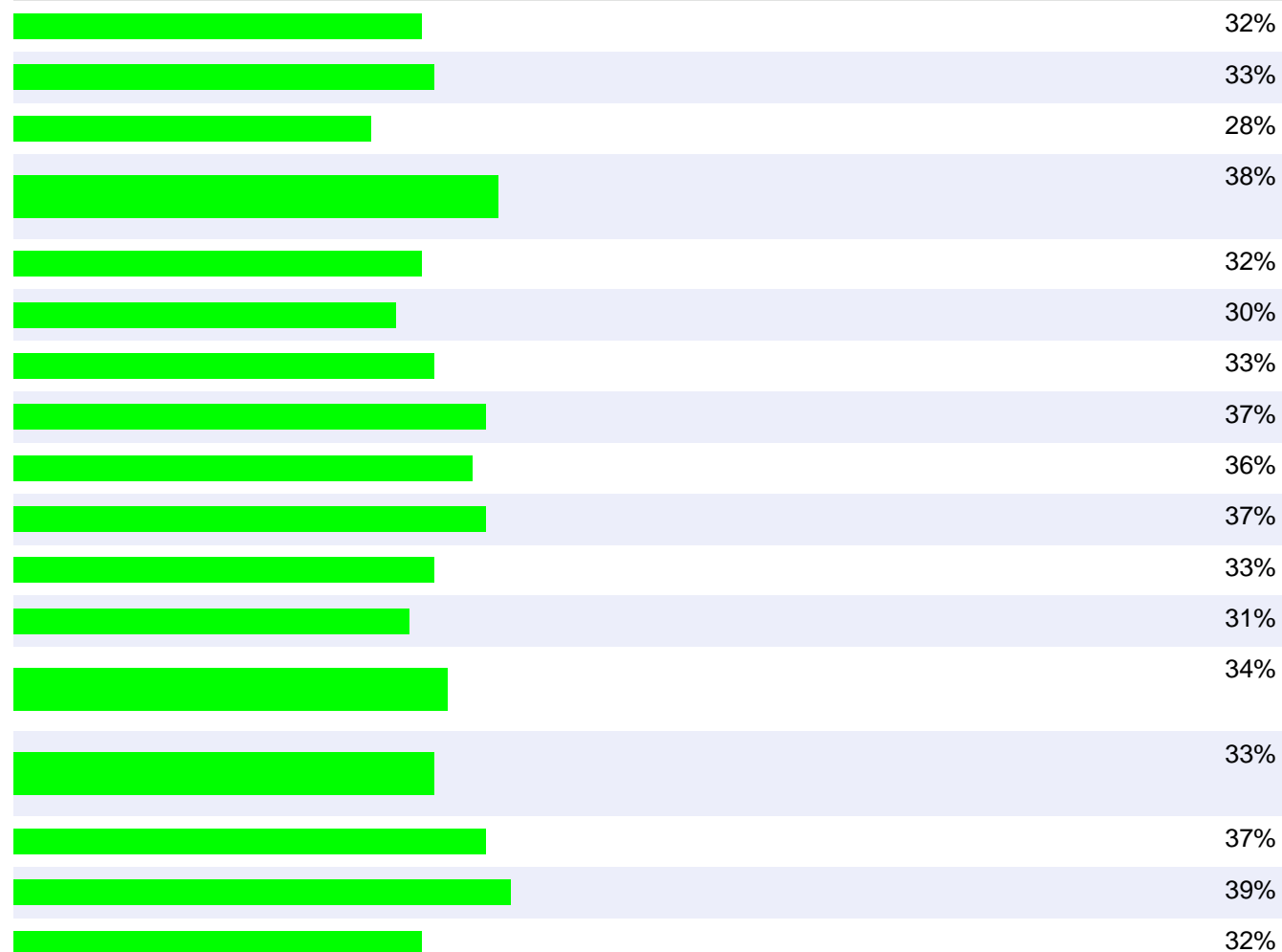
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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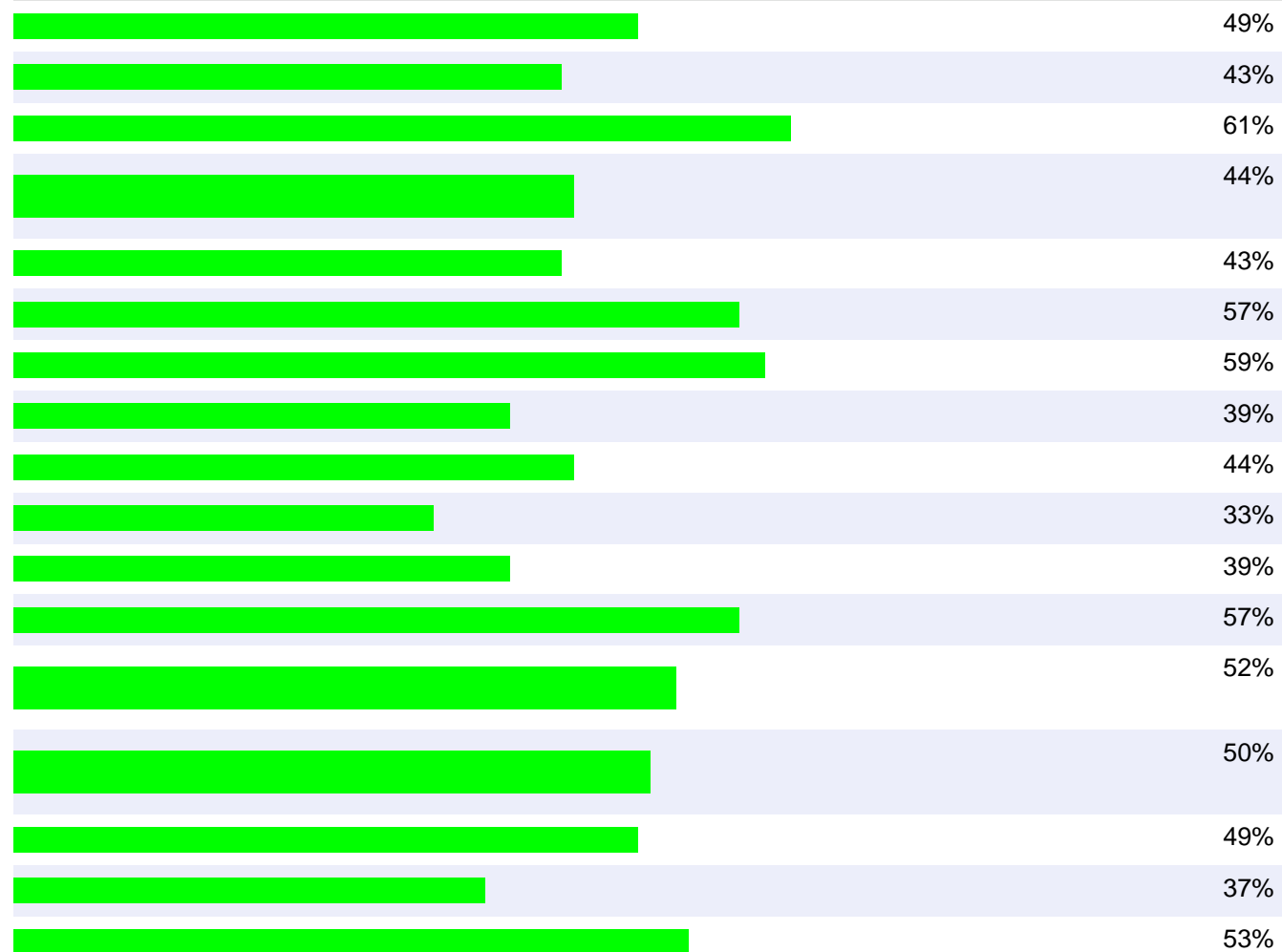
Percent of patients who reported that the area around their room was "Usually" quiet at night.



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Percent of patients who reported that the area around their room was "Always" quiet at night.





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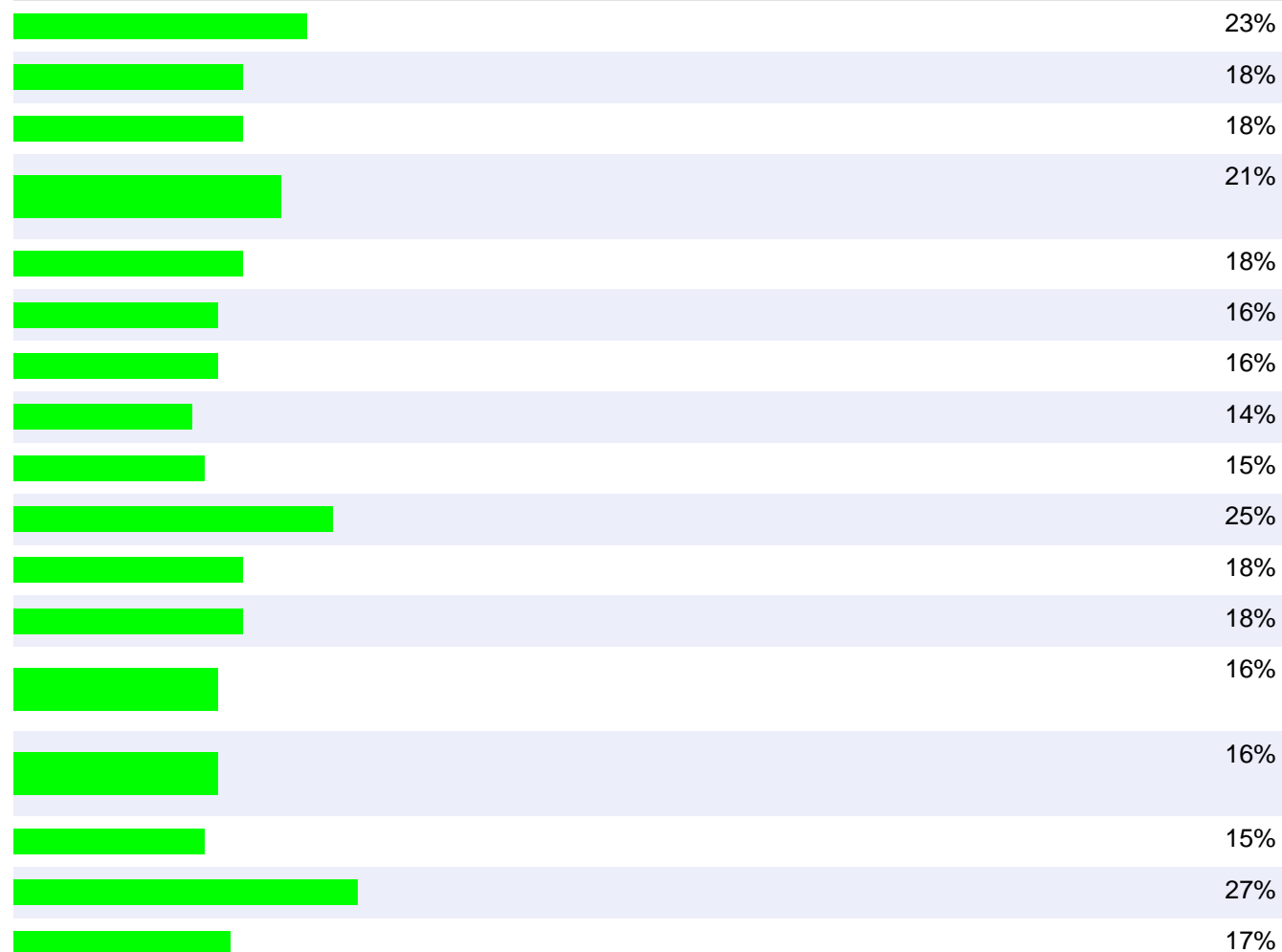
Percent of patients who reported that YES, they were given information about what to do during their recovery at home.



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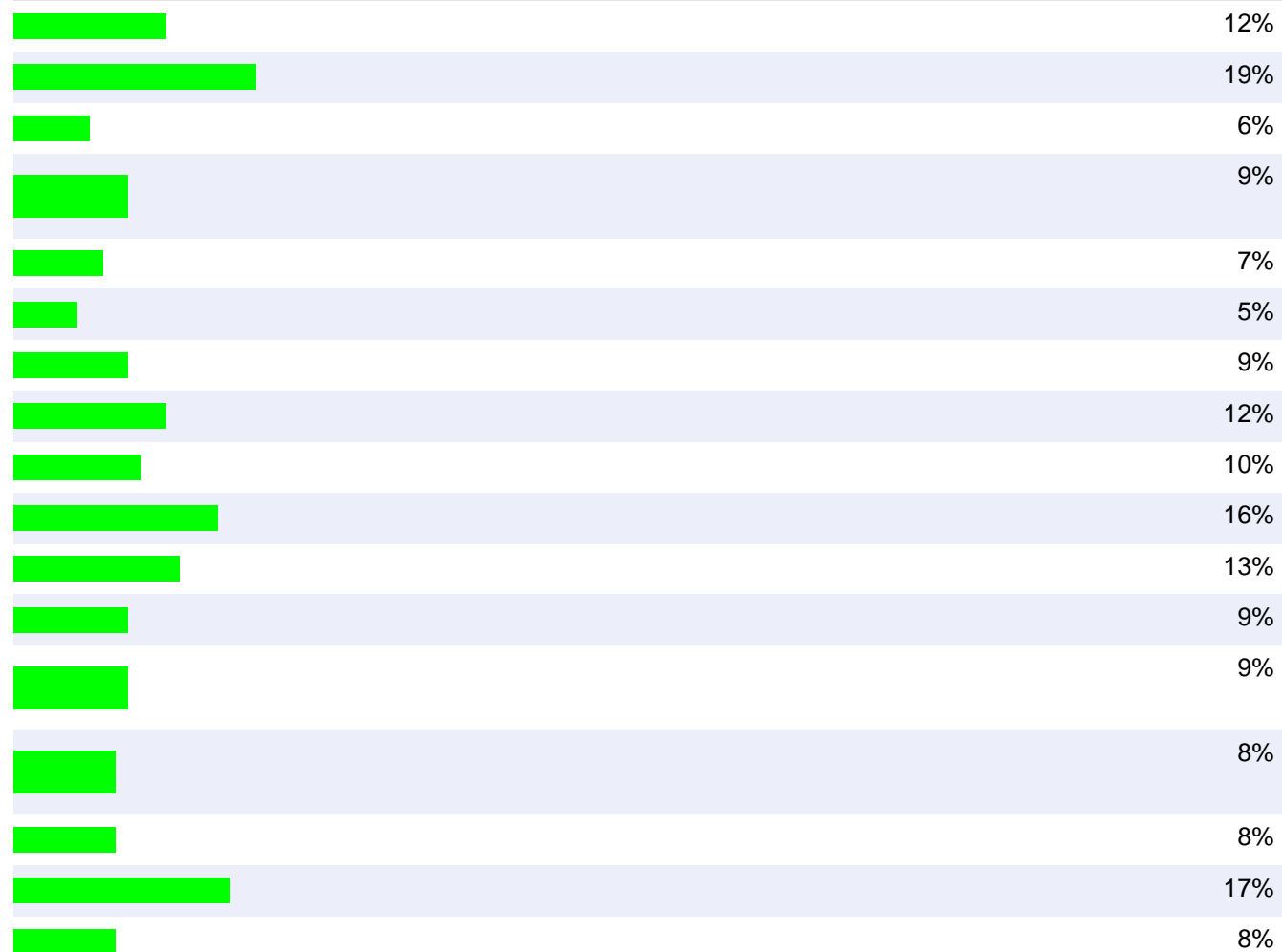
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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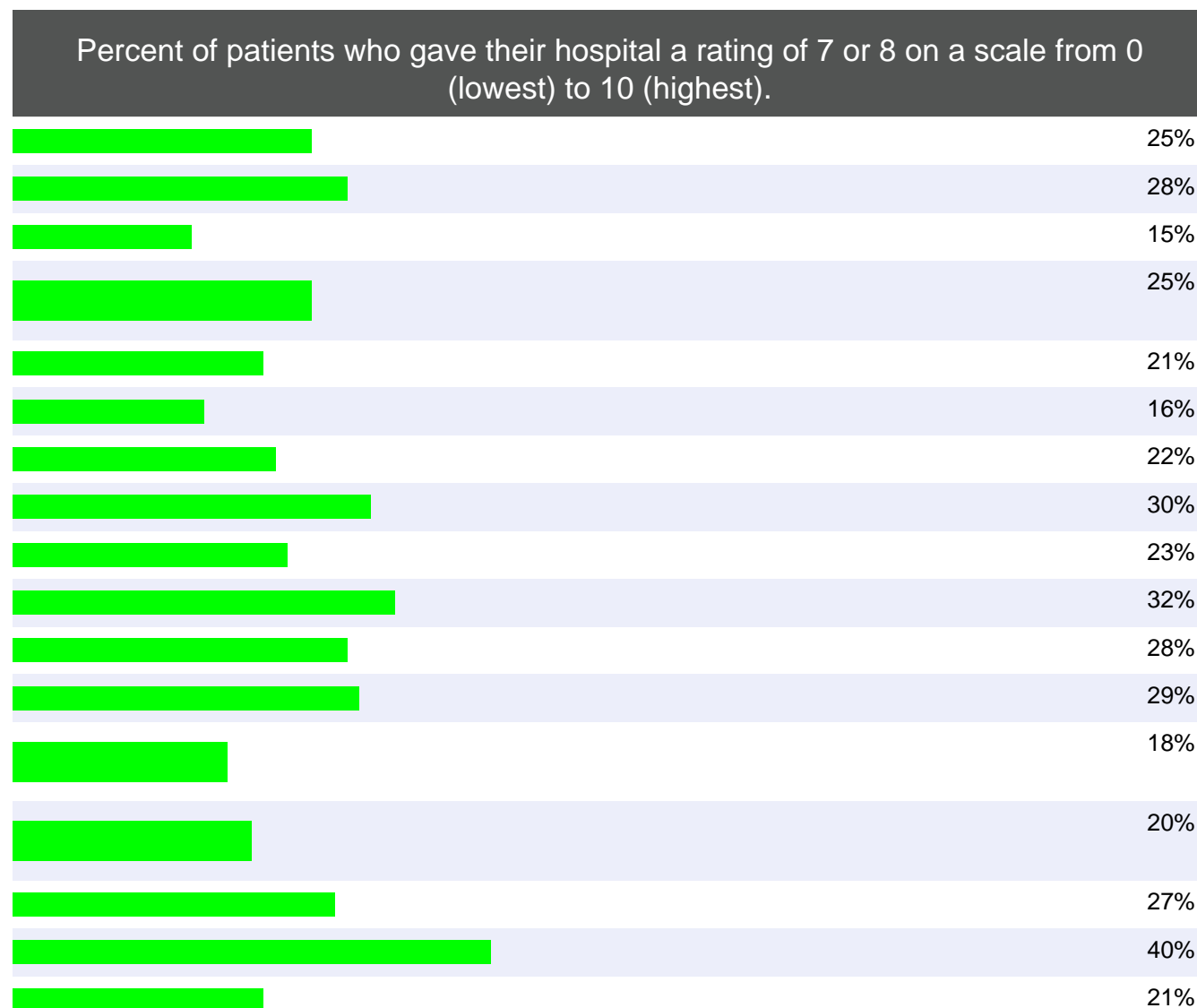
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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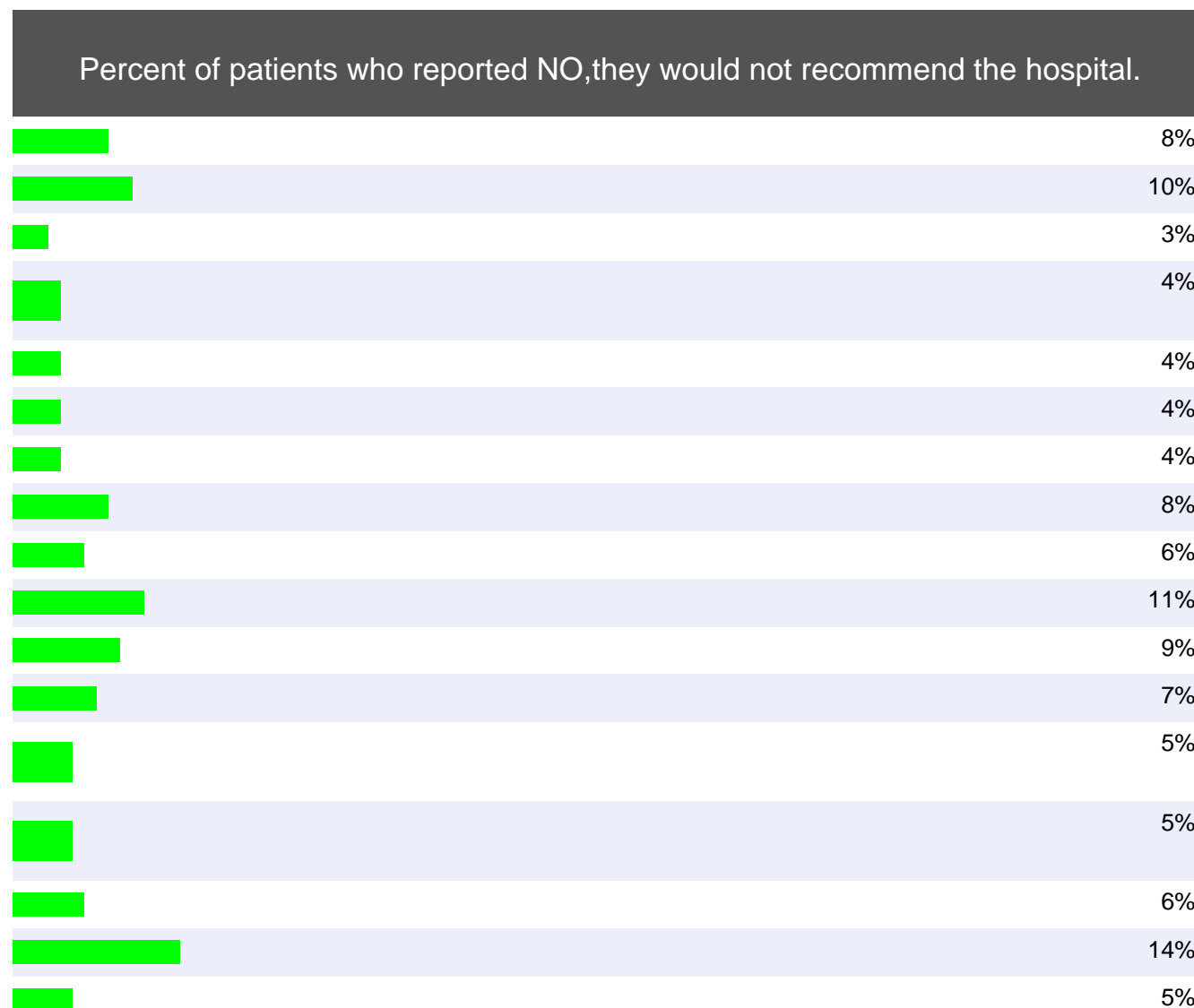
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Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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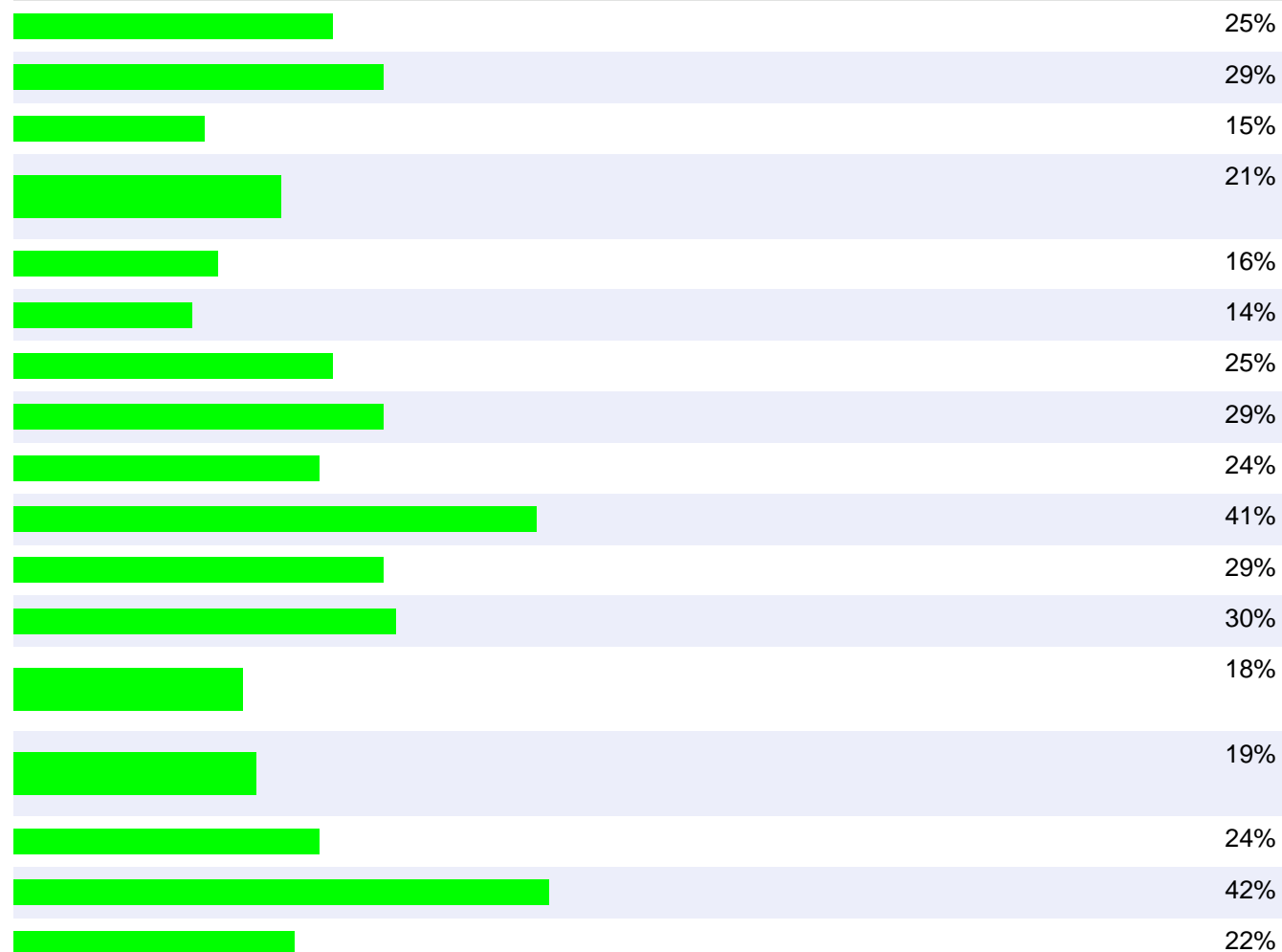
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Percent of patients who reported YES,they would probably recommend the hospital.



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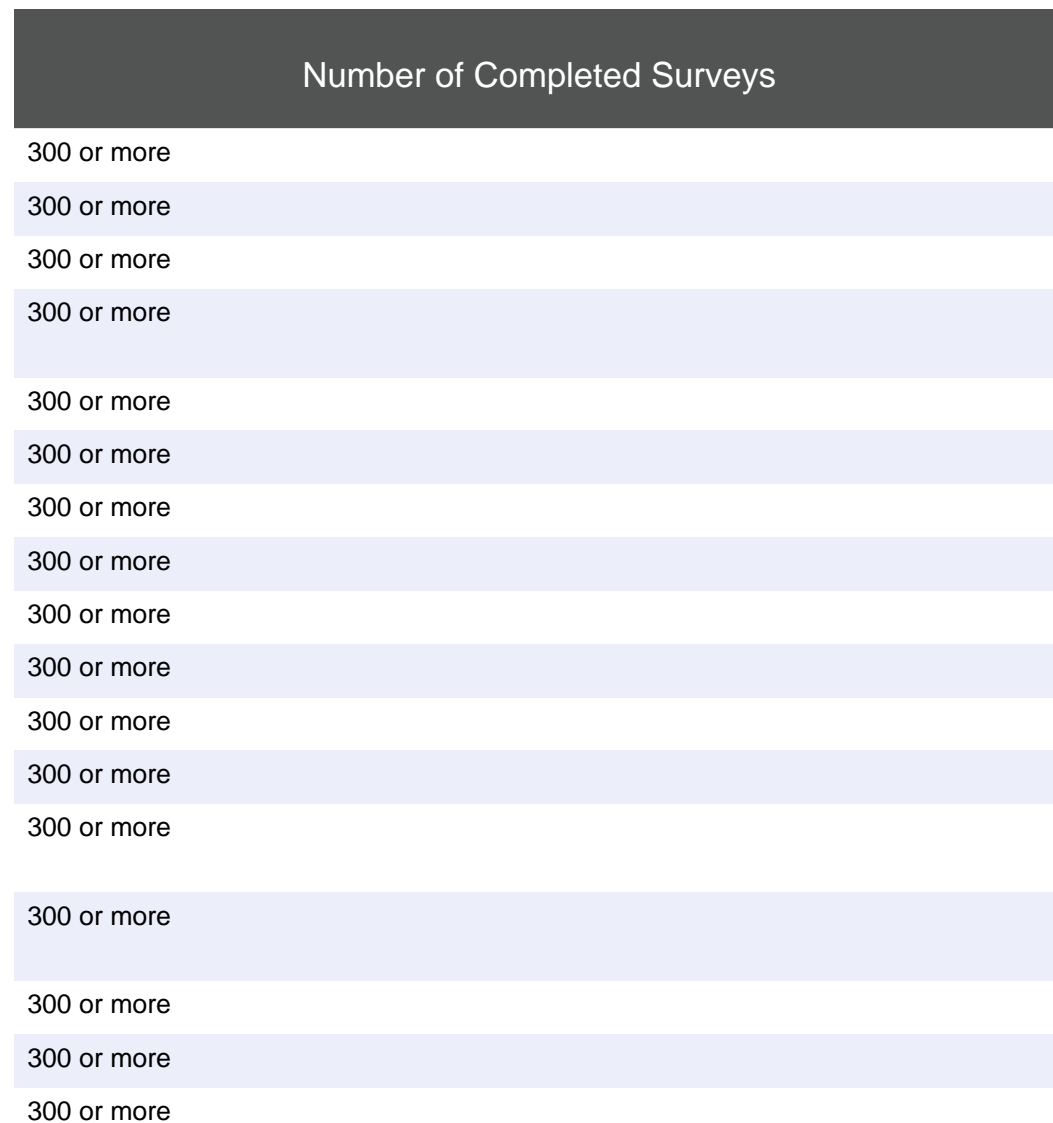
Percent of patients who reported YES, they would definitely recommend the hospital.






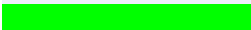



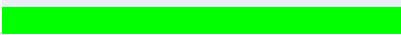





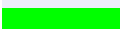





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| Survey Response Rate Percent  | Hospital Footnote |
|---|-------------------|
|  23%   |                   |
|  23%   |                   |
|  40%   |                   |
|  33%   |                   |
|  24%   |                   |
|  37%   |                   |
|  31%   |                   |
|  36%   |                   |
|  39%   |                   |
|  18%   |                   |
|  32%   |                   |
|  11%  |                   |
|  28% |                   |
|  28% |                   |
|  31% |                   |
|  29% |                   |
|  25% |                   |

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|        |   |                                      |
|--------|---|--------------------------------------|
| 050038 | SANTA CLARA VALLEY MEDICAL CENTER                     | 751 SOUTH BASCOM AVENUE              |
| 050039 | ENLOE MEDICAL CENTER                                  | 1531 ESPLANADE                       |
| 050040 | LAC/OLIVE VIEW-UCLA MEDICAL CENTER                    | 14445 OLIVE VIEW DRIVE               |
| 050042 | ST ELIZABETH COMMUNITY HOSPITAL                       | 2550 SISTER MARY COLUMBA<br>DRIVE    |
| 050043 | ALTA BATES SUMMIT MEDICAL CENTER                      | 350 HAWTHORNE AVENUE                 |
| 050045 | EL CENTRO REGIONAL MEDICAL CENTER                     | 1415 ROSS AVENUE                     |
| 050046 | OJAI VALLEY COMMUNITY HOSPITAL                        | 1306 MARICOPA HWY                    |
| 050047 | CALIFORNIA PACIFIC MEDICAL CTR-PACIFIC<br>CAMPUS HOSP | 2333 BUCHANAN STREET                 |
| 050054 | SAN GORGONIO MEMORIAL HOSPITAL                        | 600 NORTH HIGHLAND SPRINGS<br>AVENUE |
| 050055 | CALIFORNIA PACIFIC MEDICAL CTR - ST.<br>LUKE'S CAMPUS | 3555 CESAR CHAVEZ STREET             |
| 050056 | ANTELOPE VALLEY HOSPITAL MED CENTER                   | 1600 W AVE J                         |
| 050057 | KAWEAH DELTA MEDICAL CENTER                           | 400 W MINERAL KING AVE               |
| 050058 | GLENDALE MEM HOSPITAL & HLTH CENTER                   | 1420 S CENTRAL AVE                   |
| 050060 | COMMUNITY REGIONAL MEDICAL CENTER                     | 2823 FRESNO STREET                   |
| 050063 | HOLLYWOOD PRESBYTERIAN MEDICAL<br>CENTER              | 1300 N VERMONT AVE                   |
| 050067 | OAK VALLEY DISTRICT HOSPITAL                          | 350 S OAK AVE                        |
| 050069 | ST JOSEPH HOSPITAL                                    | 1100 WEST STEWART DR                 |
| 050070 | KAISER FOUNDATION HOSPITAL - SOUTH<br>SAN FRANCISCO   | 1200 EL CAMINO REAL                  |

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|  |                        |    |
|--|------------------------|----|
|  | SAN JOSE               | CA |
|  | CHICO                  | CA |
|  | SYLMAR                 | CA |
|  | RED BLUFF              | CA |
|  | OAKLAND                | CA |
|  | EL CENTRO              | CA |
|  | OJAI                   | CA |
|  | SAN FRANCISCO          | CA |
|  | BANNING                | CA |
|  | SAN FRANCISCO          | CA |
|  | LANCASTER              | CA |
|  | VISALIA                | CA |
|  | GLENDALE               | CA |
|  | FRESNO                 | CA |
|  | LOS ANGELES            | CA |
|  | OAKDALE                | CA |
|  | ORANGE                 | CA |
|  | SOUTH SAN<br>FRANCISCO | CA |

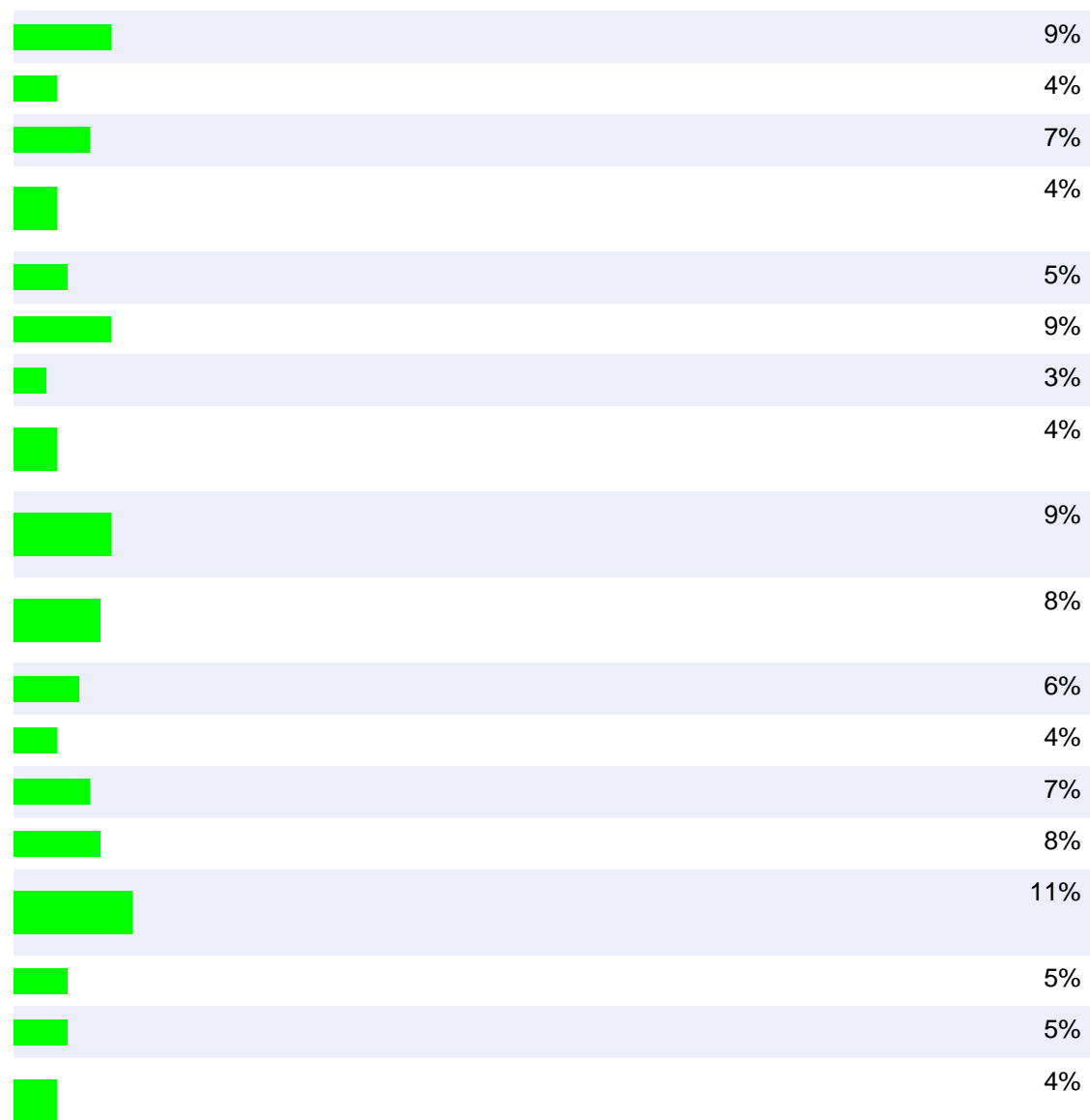
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|       |               |            |
|-------|---------------|------------|
| 95128 | SANTA CLARA   | 4088855000 |
| 95926 | BUTTE         | 5303327300 |
| 91342 | LOS ANGELES   | 8183641555 |
| 96080 | TEHAMA        | 5305298012 |
| 94609 | ALAMEDA       | 5106554000 |
| 92243 | IMPERIAL      | 7603397100 |
| 93023 | VENTURA       | 8056402280 |
| 94115 | SAN FRANCISCO | 4156006000 |
| 92220 | RIVERSIDE     | 9517692101 |
| 94110 | SAN FRANCISCO | 4156416562 |
| 93534 | LOS ANGELES   | 6619495501 |
| 93291 | TULARE        | 5596242000 |
| 91204 | LOS ANGELES   | 8185021900 |
| 93715 | FRESNO        | 5594596000 |
| 90028 | LOS ANGELES   | 2134133000 |
| 95361 | STANISLAUS    | 2098473011 |
| 92868 | ORANGE        | 7146339111 |
| 94080 | SAN MATEO     | 6507423200 |

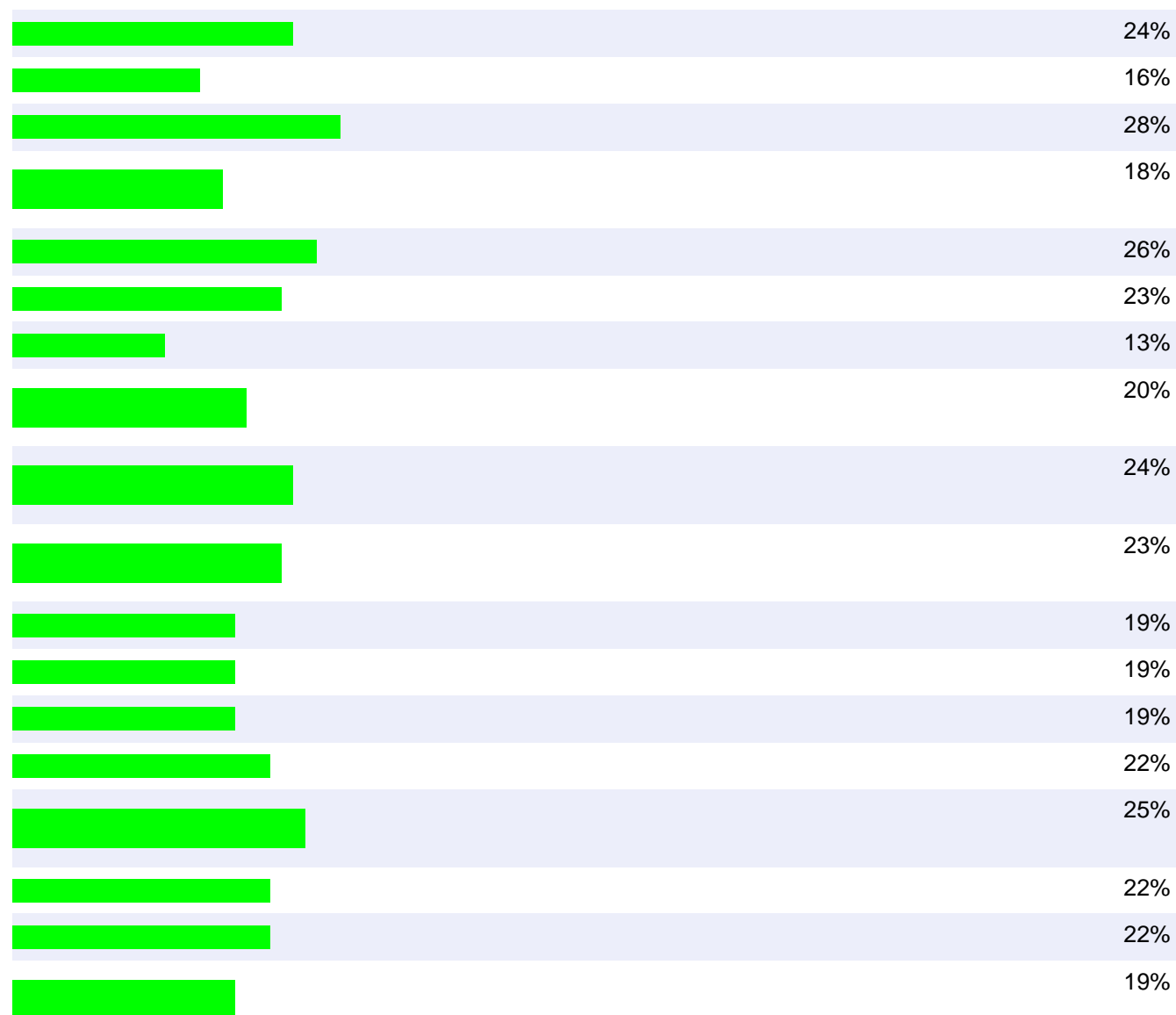
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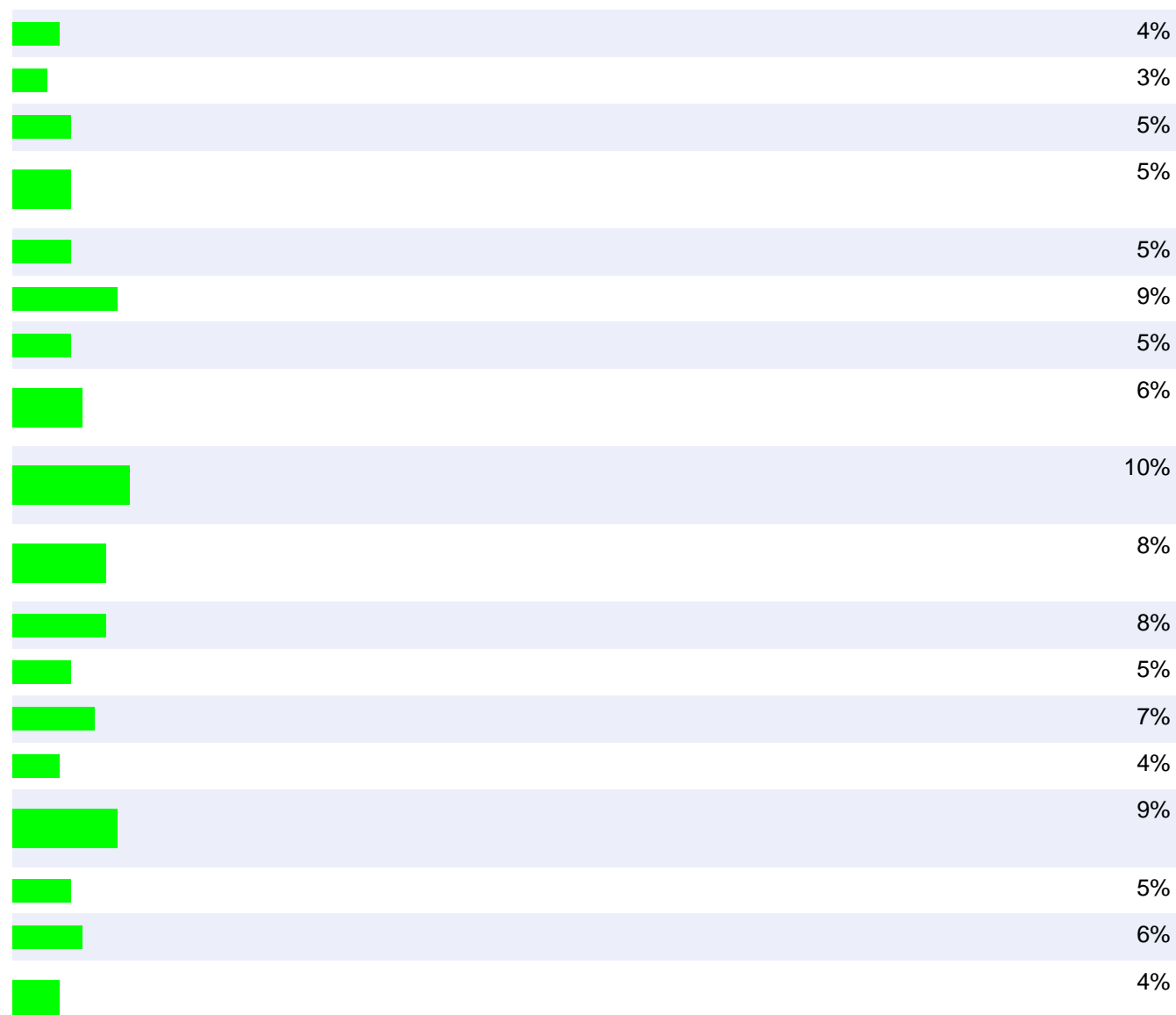
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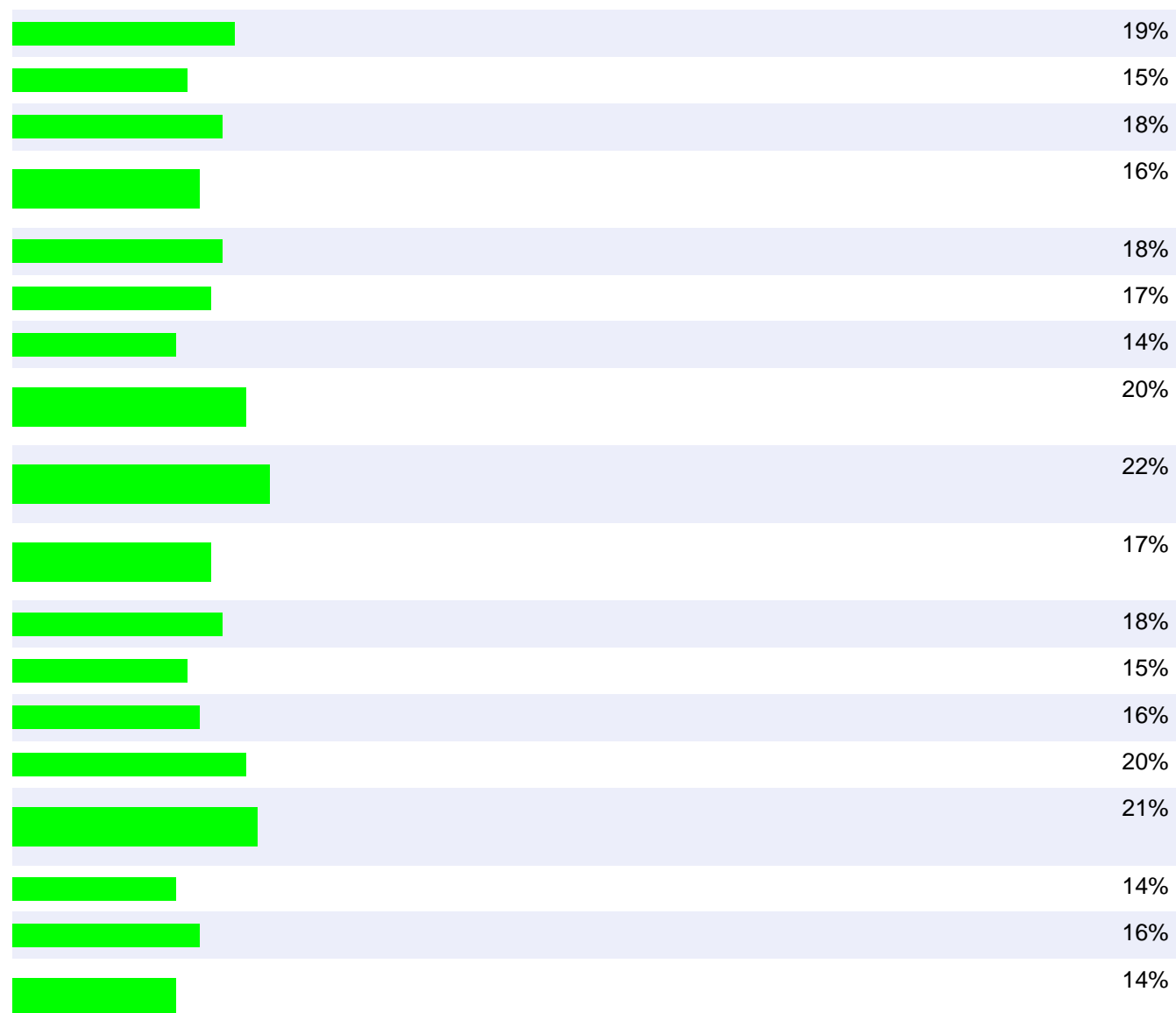
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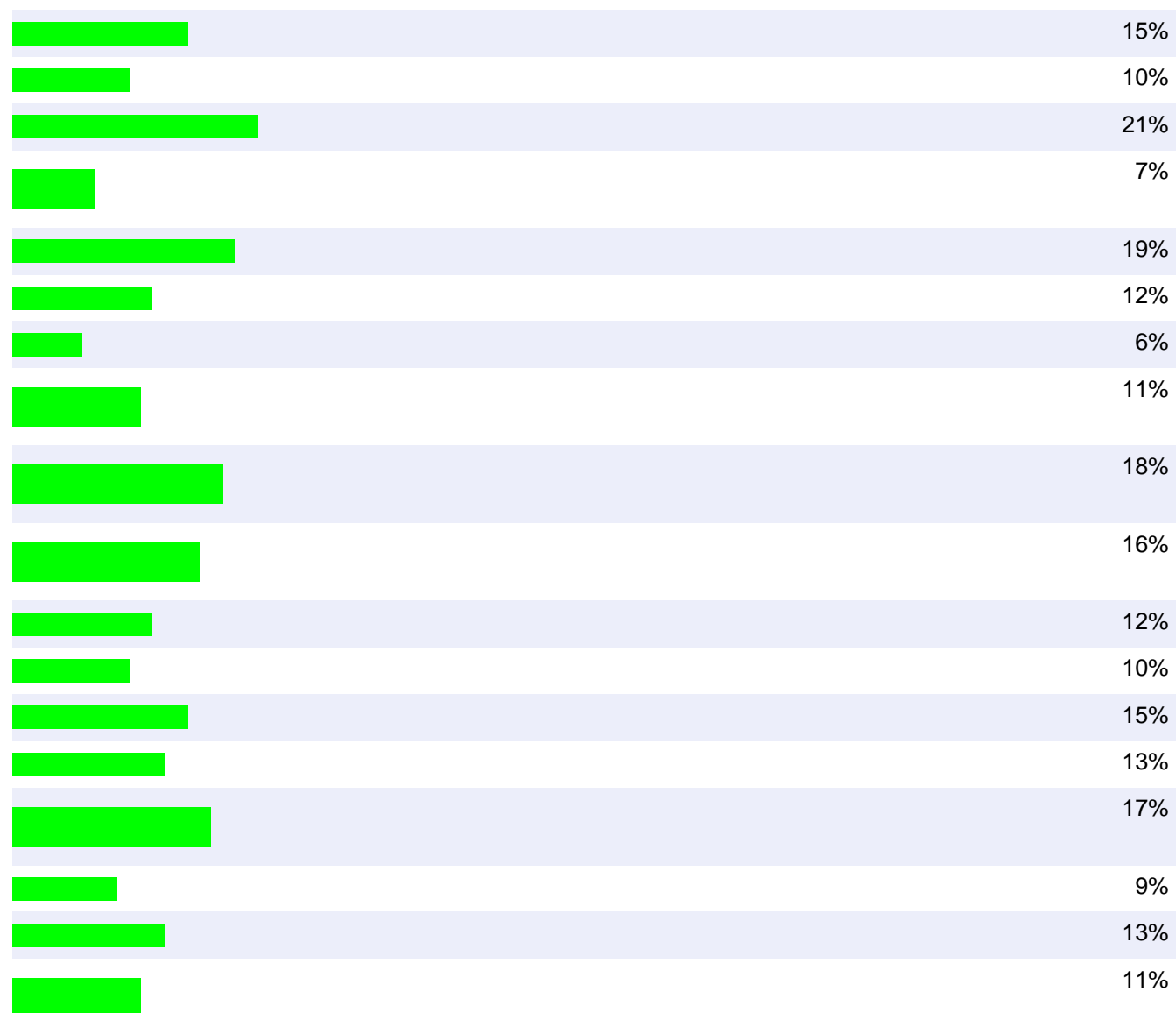
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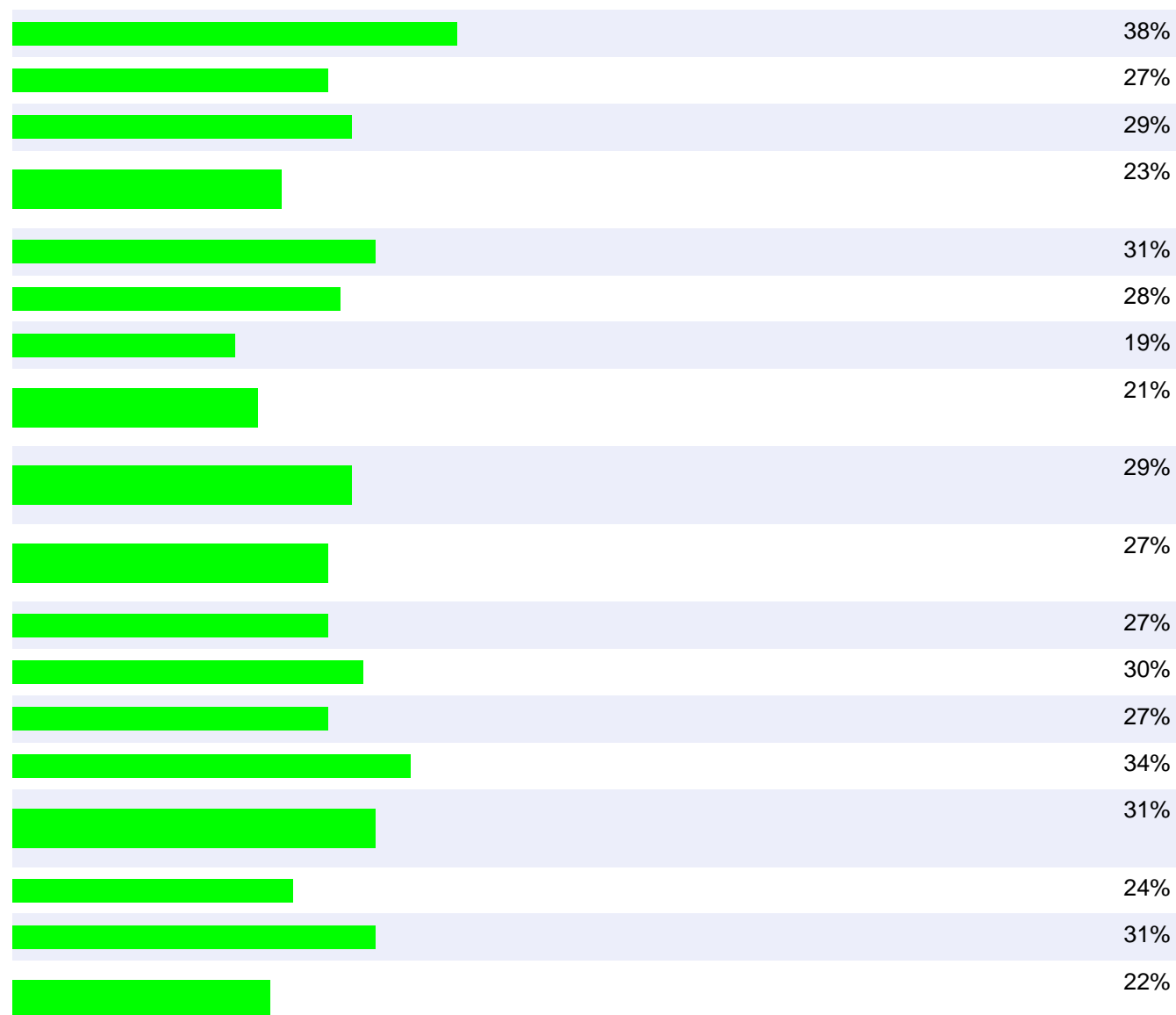
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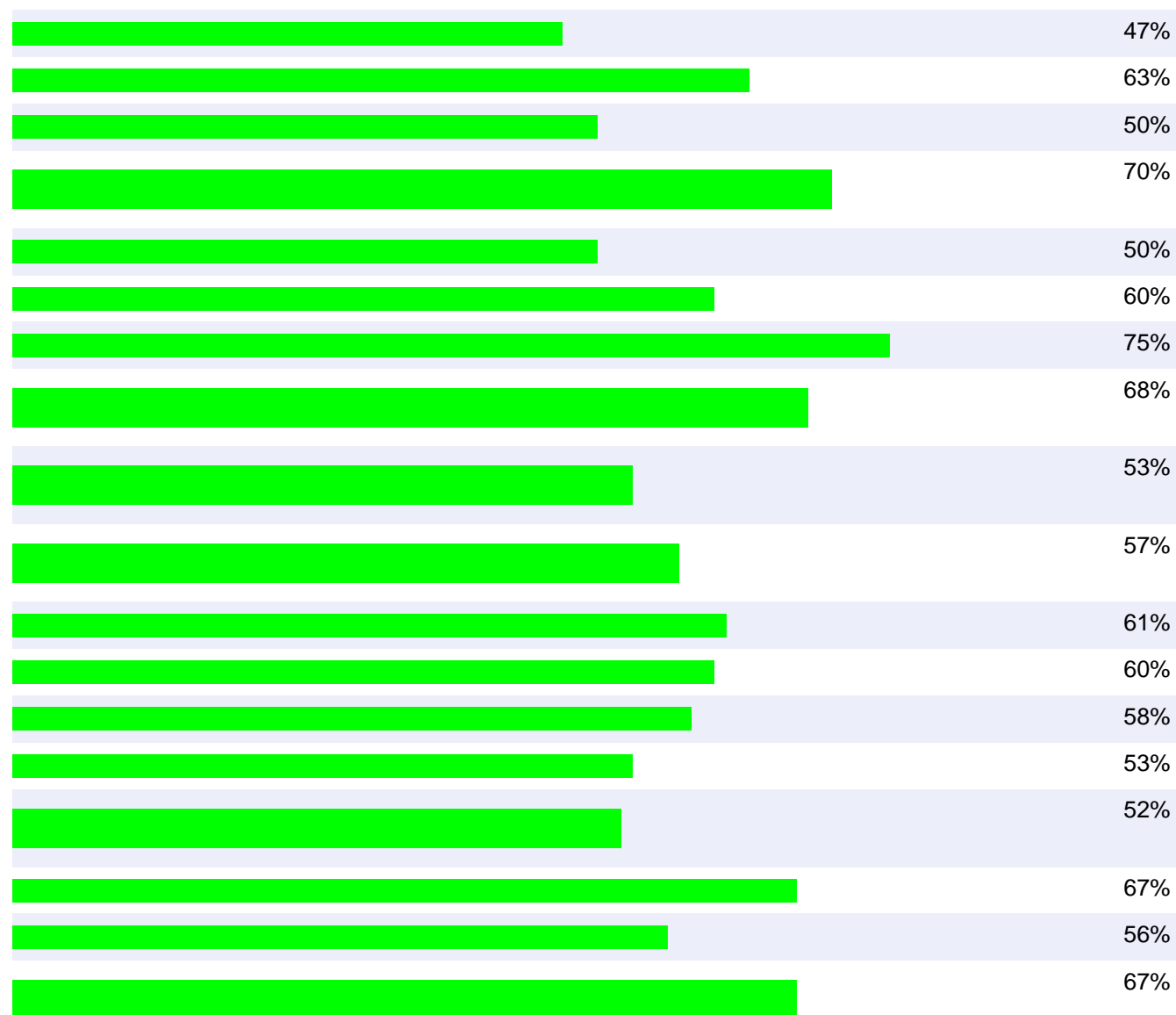
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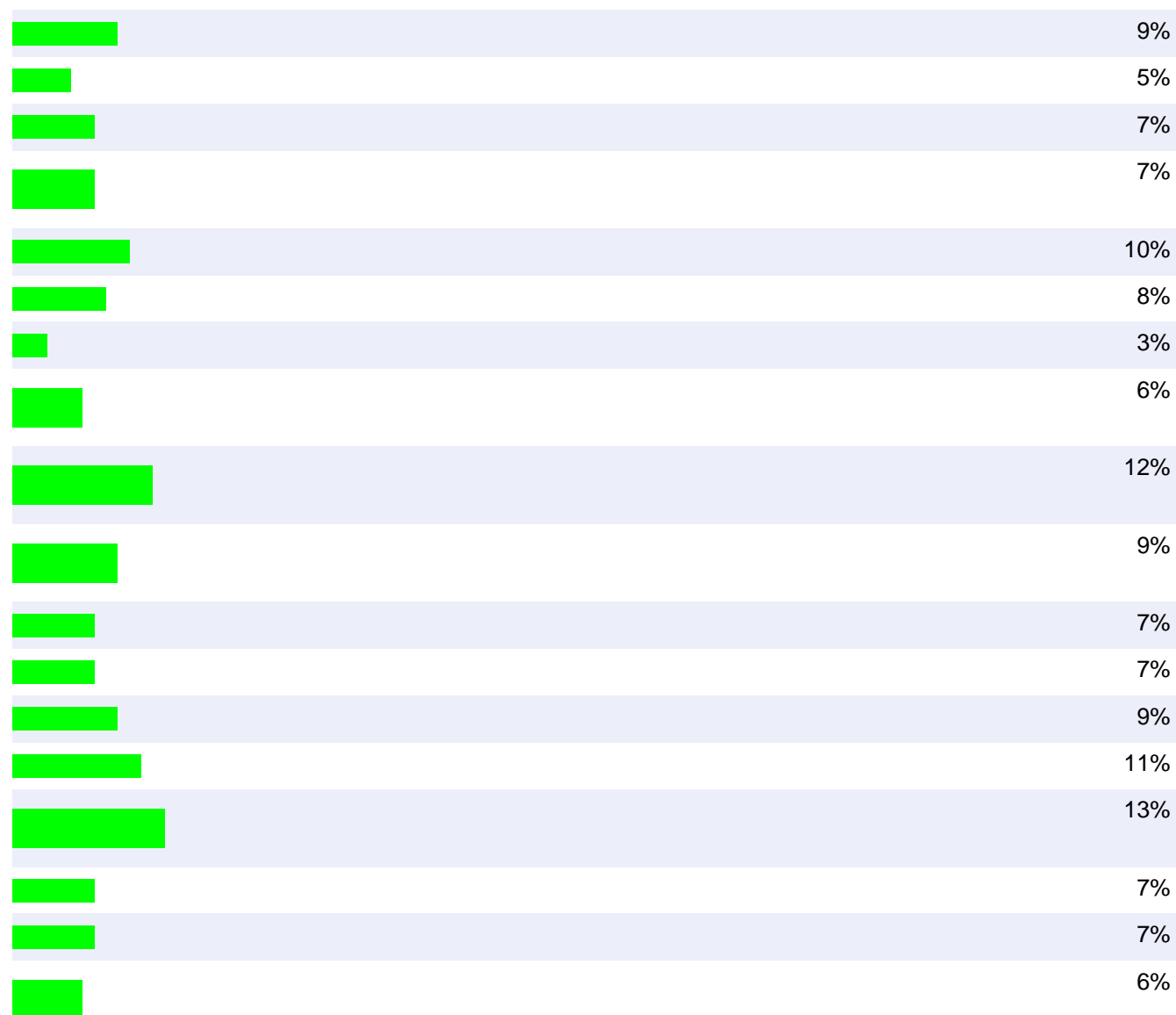
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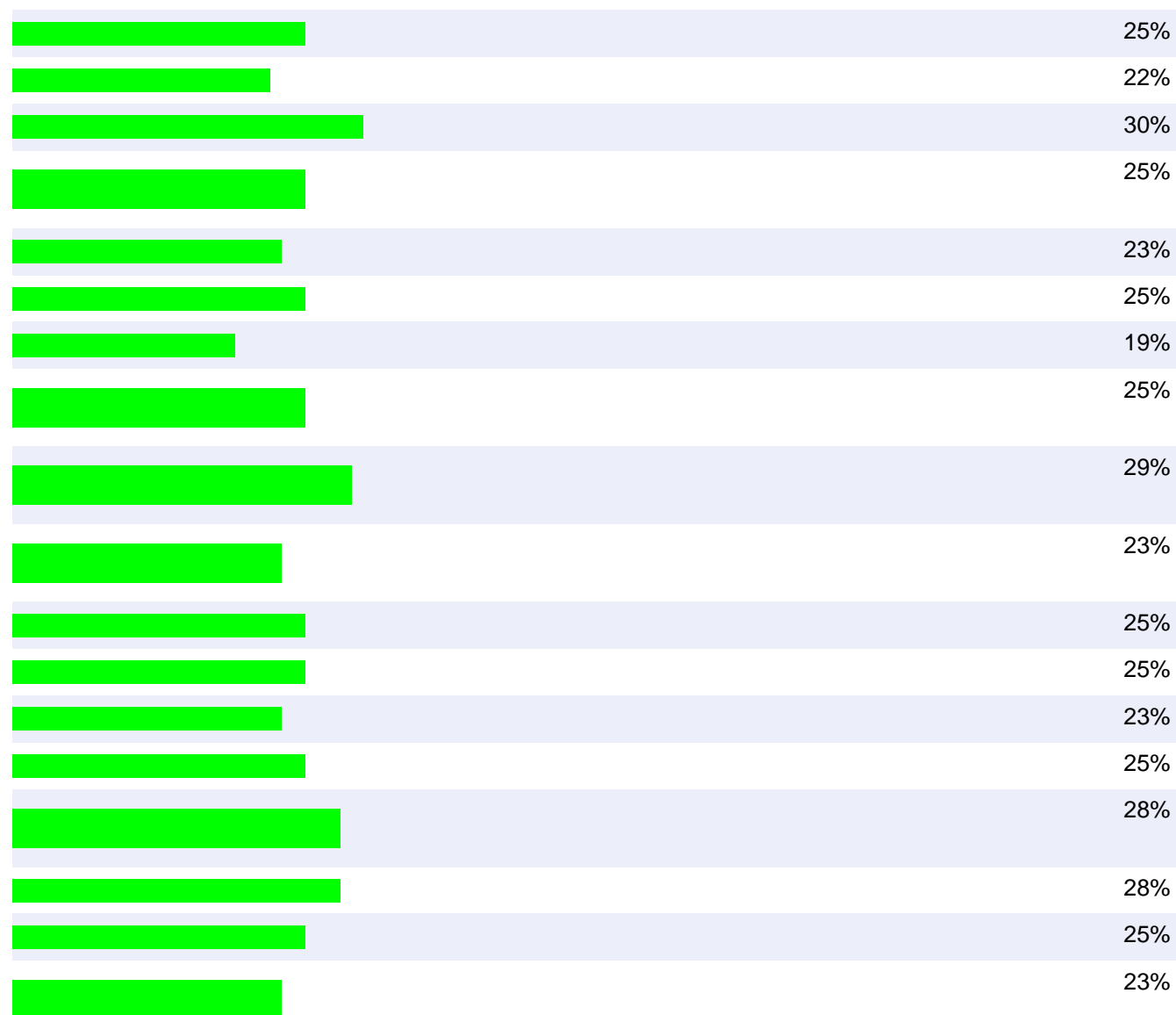
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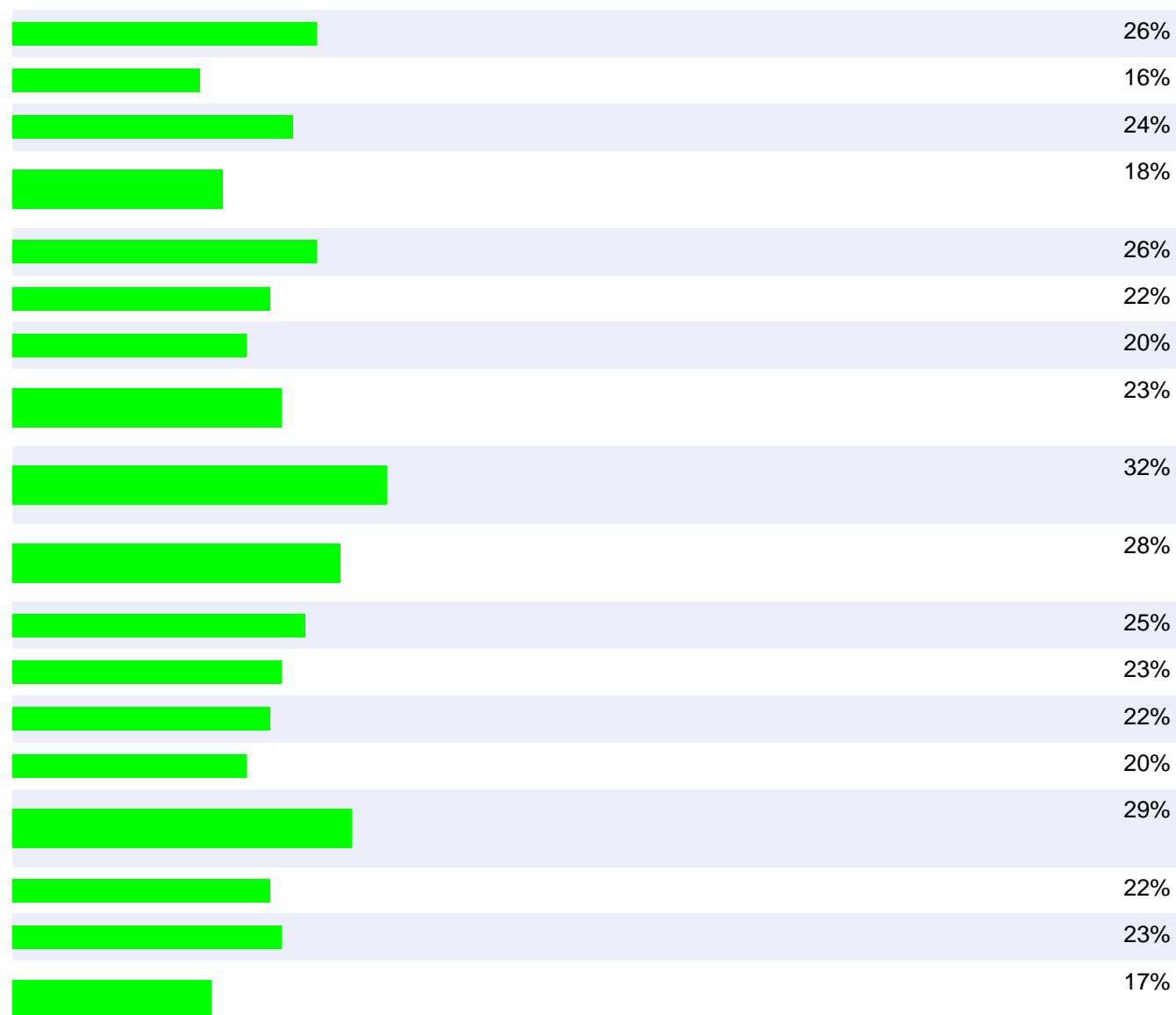
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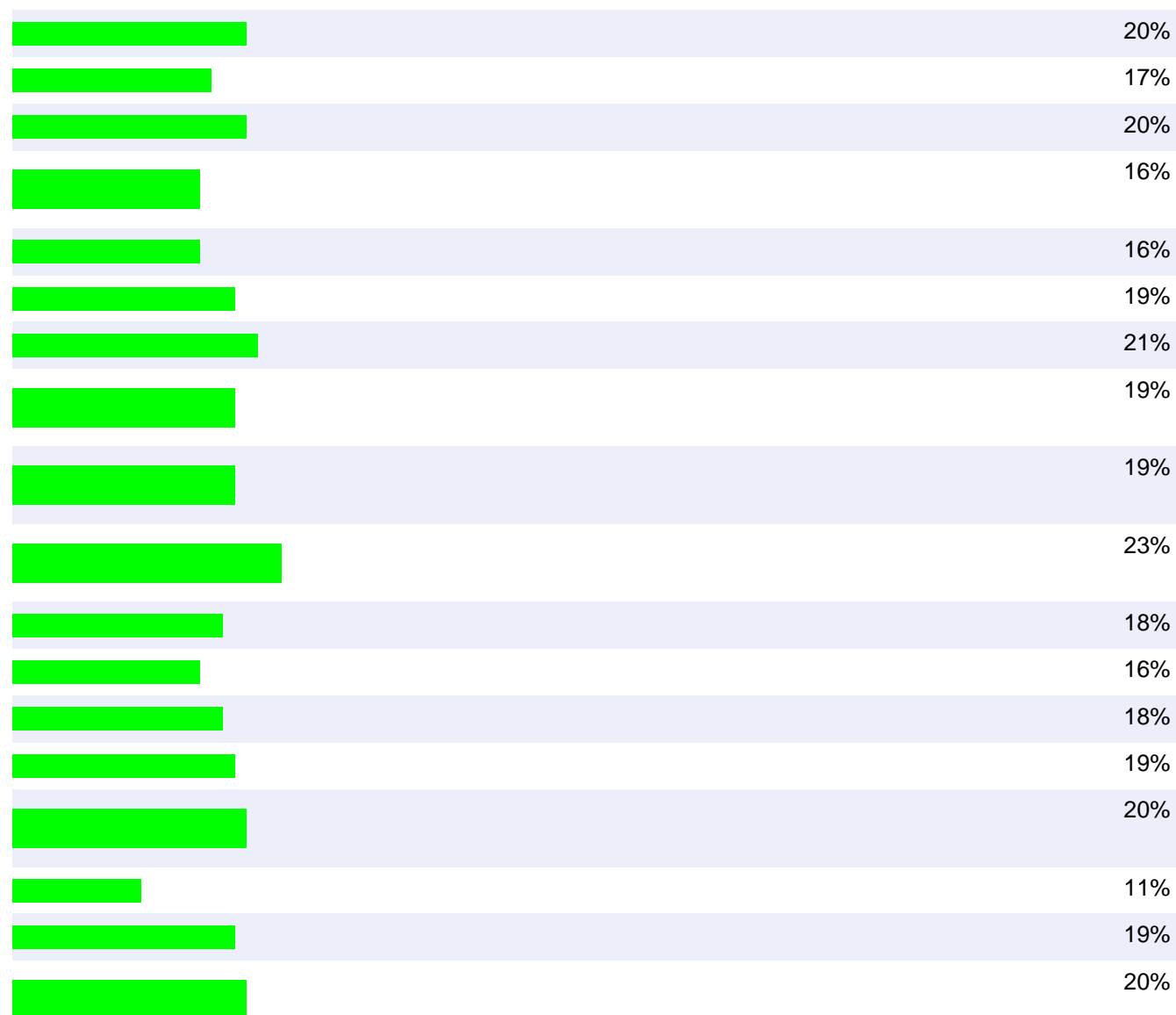
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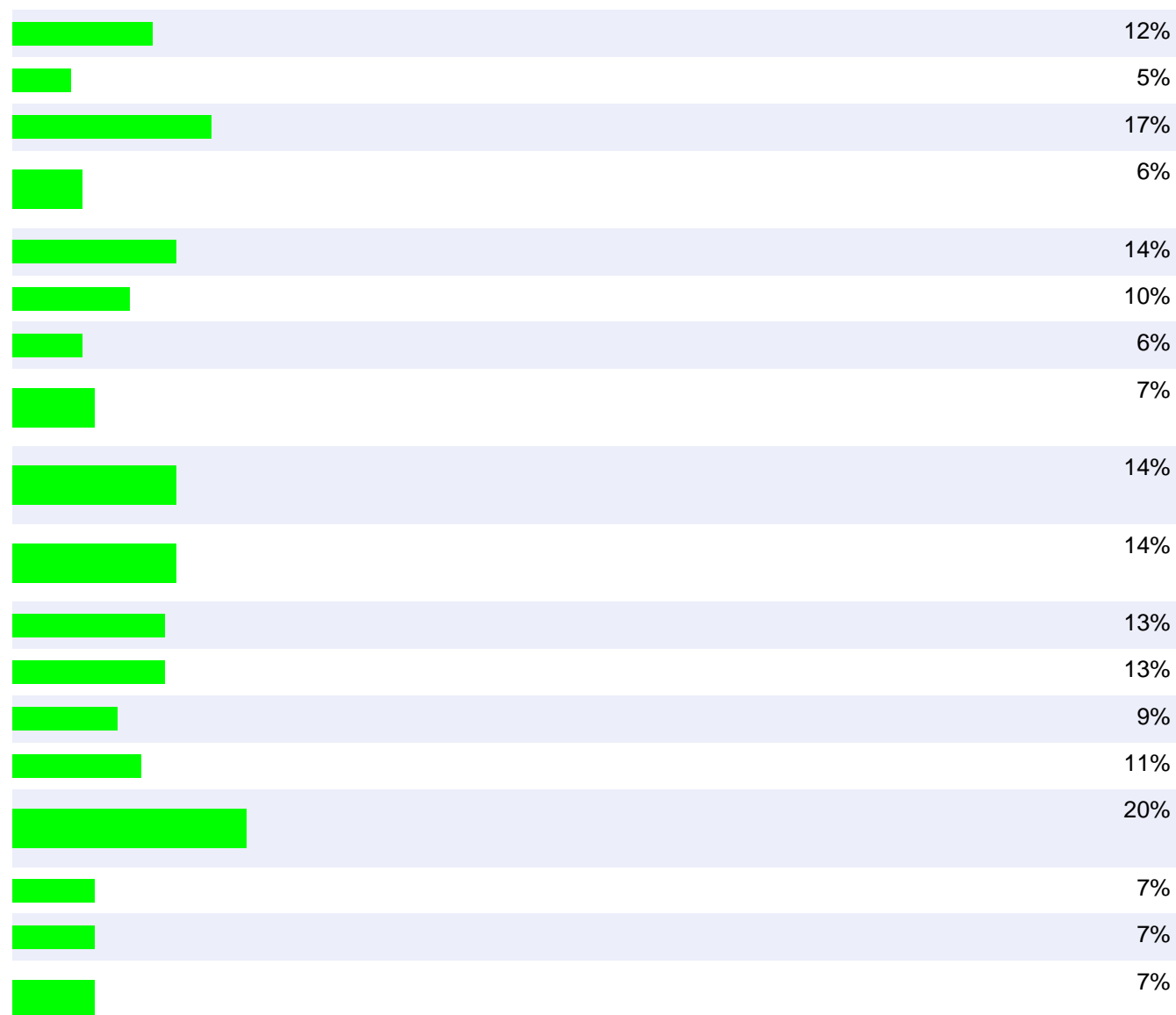
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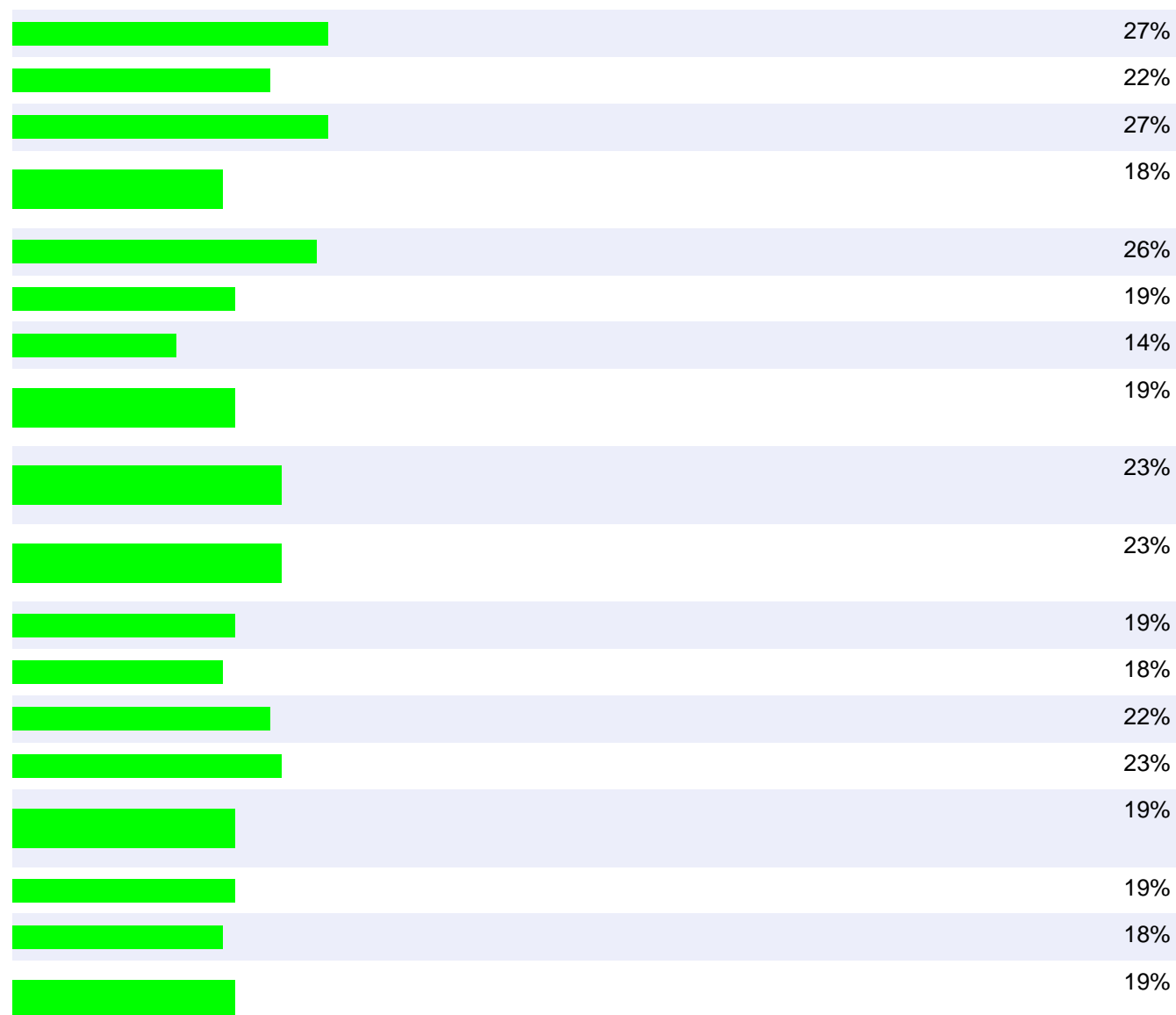
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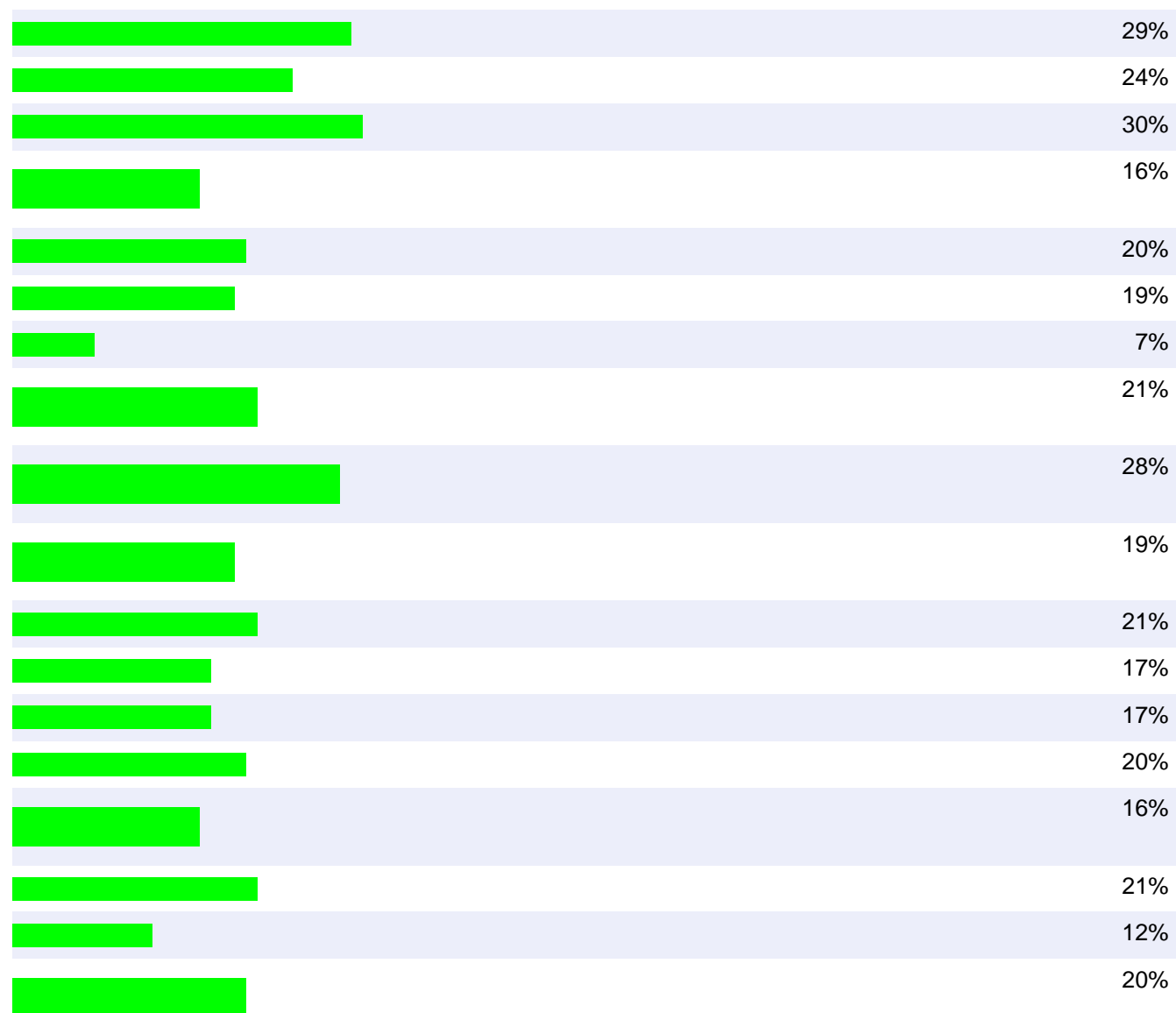
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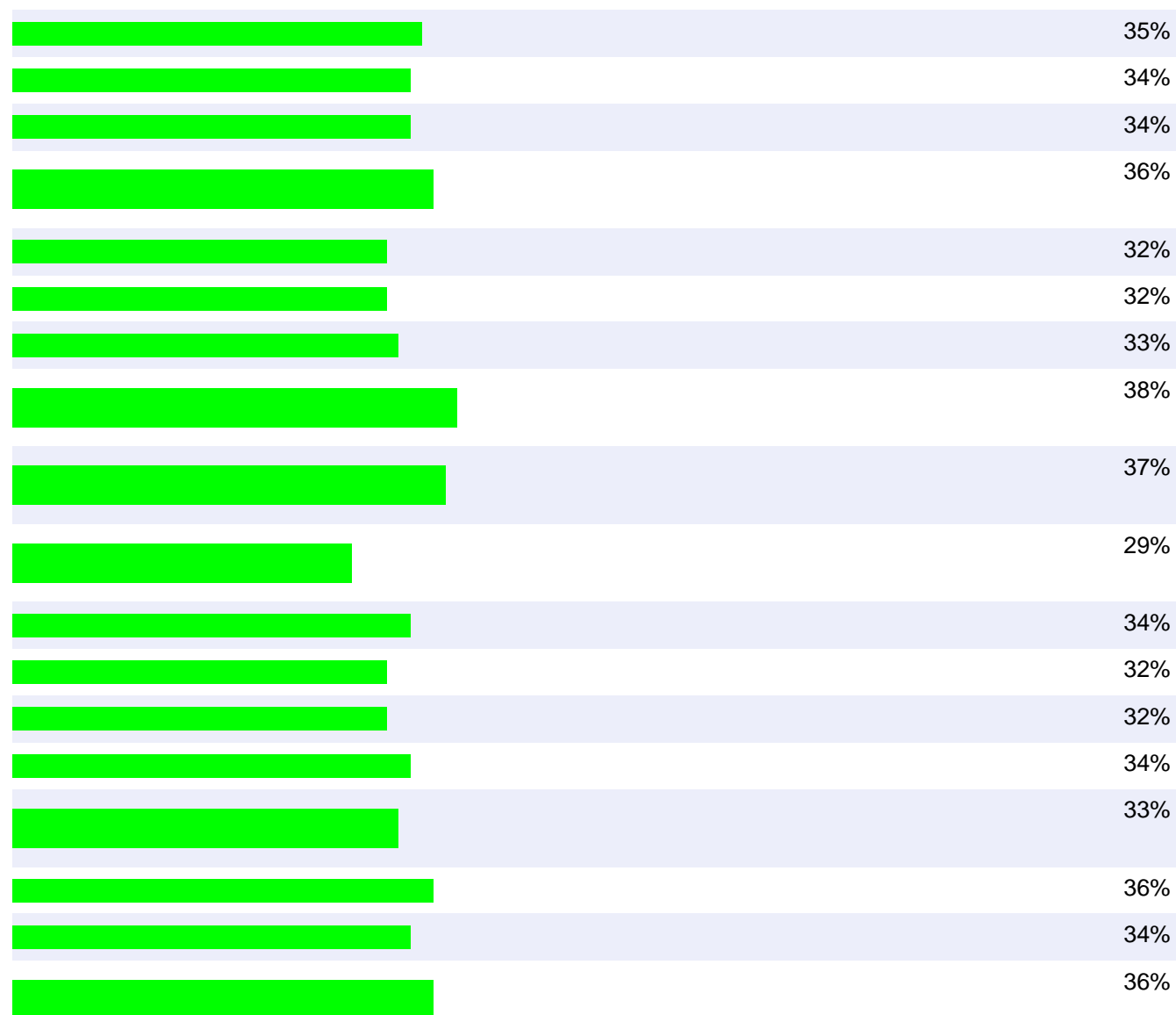
Based on Survey of Patients' Hospital Experiences (HCAHPS)





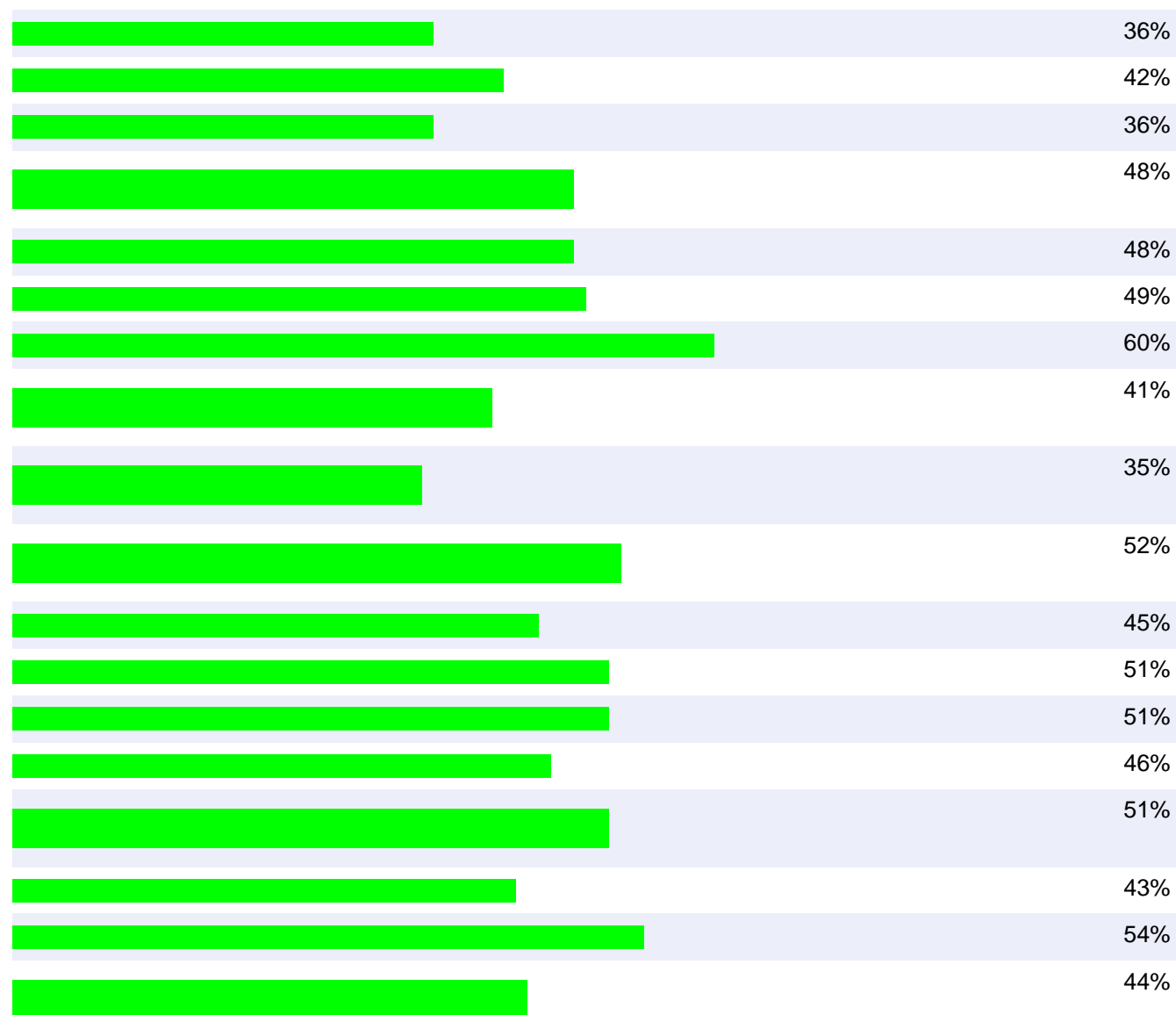
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



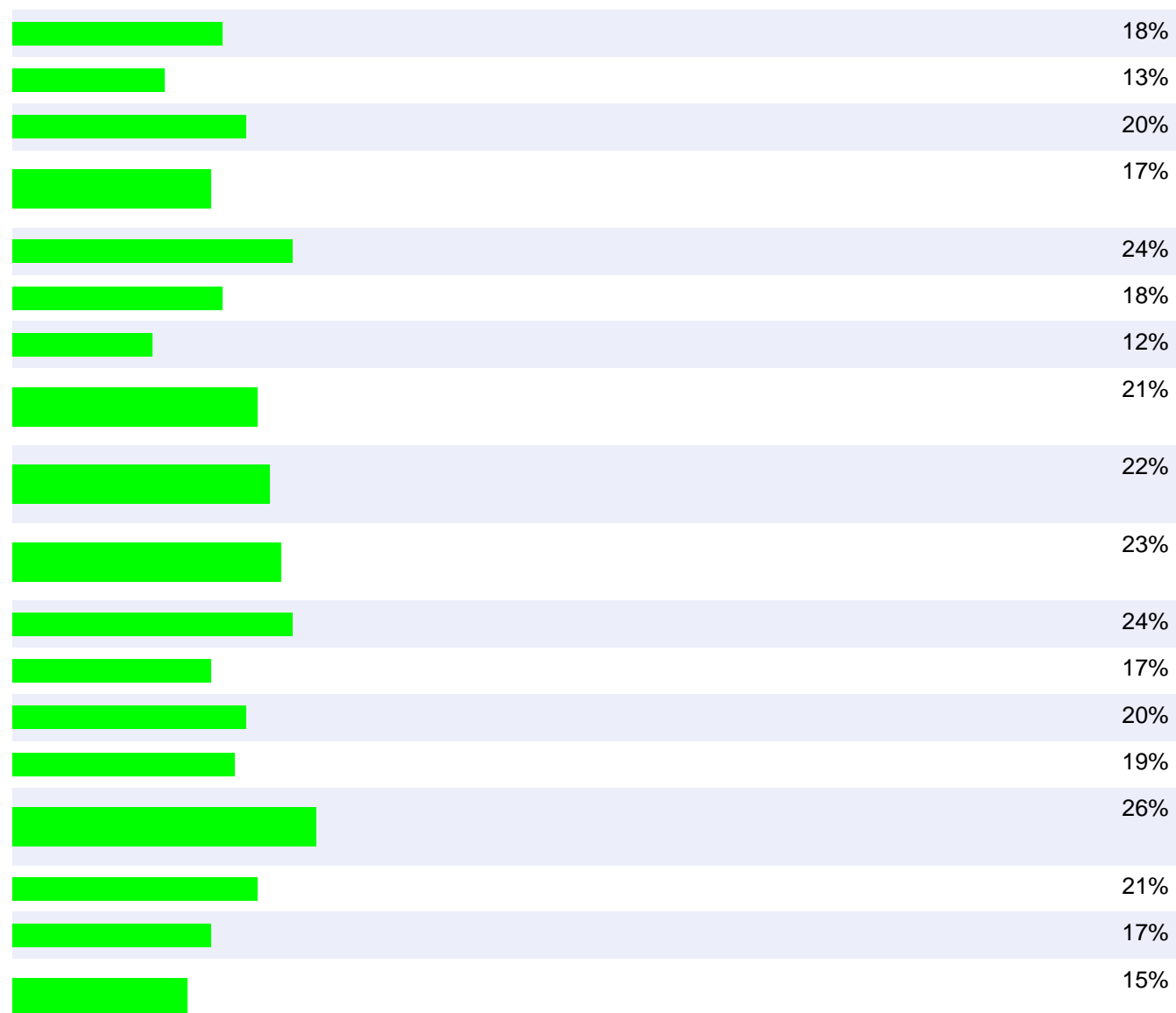
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



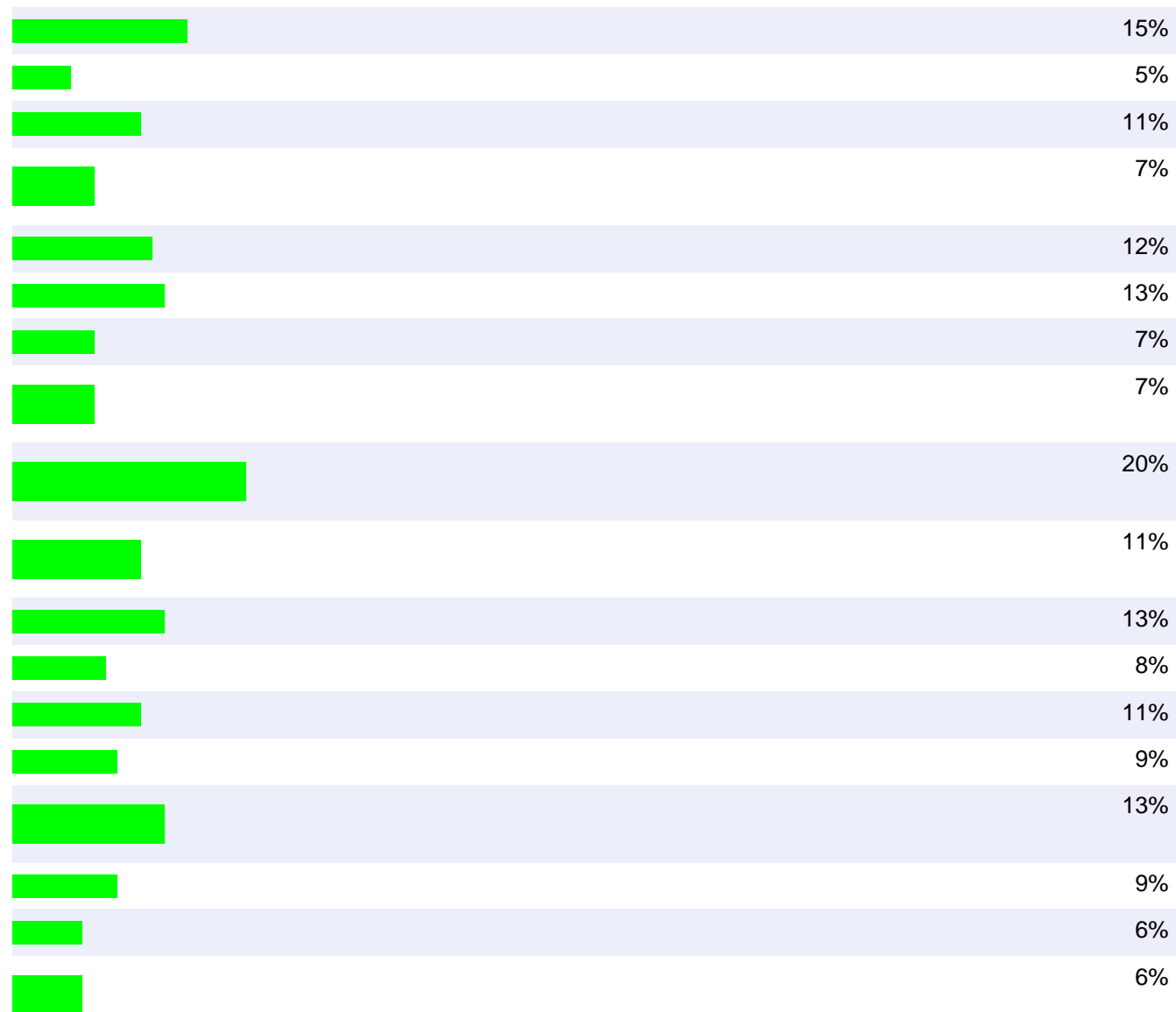
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



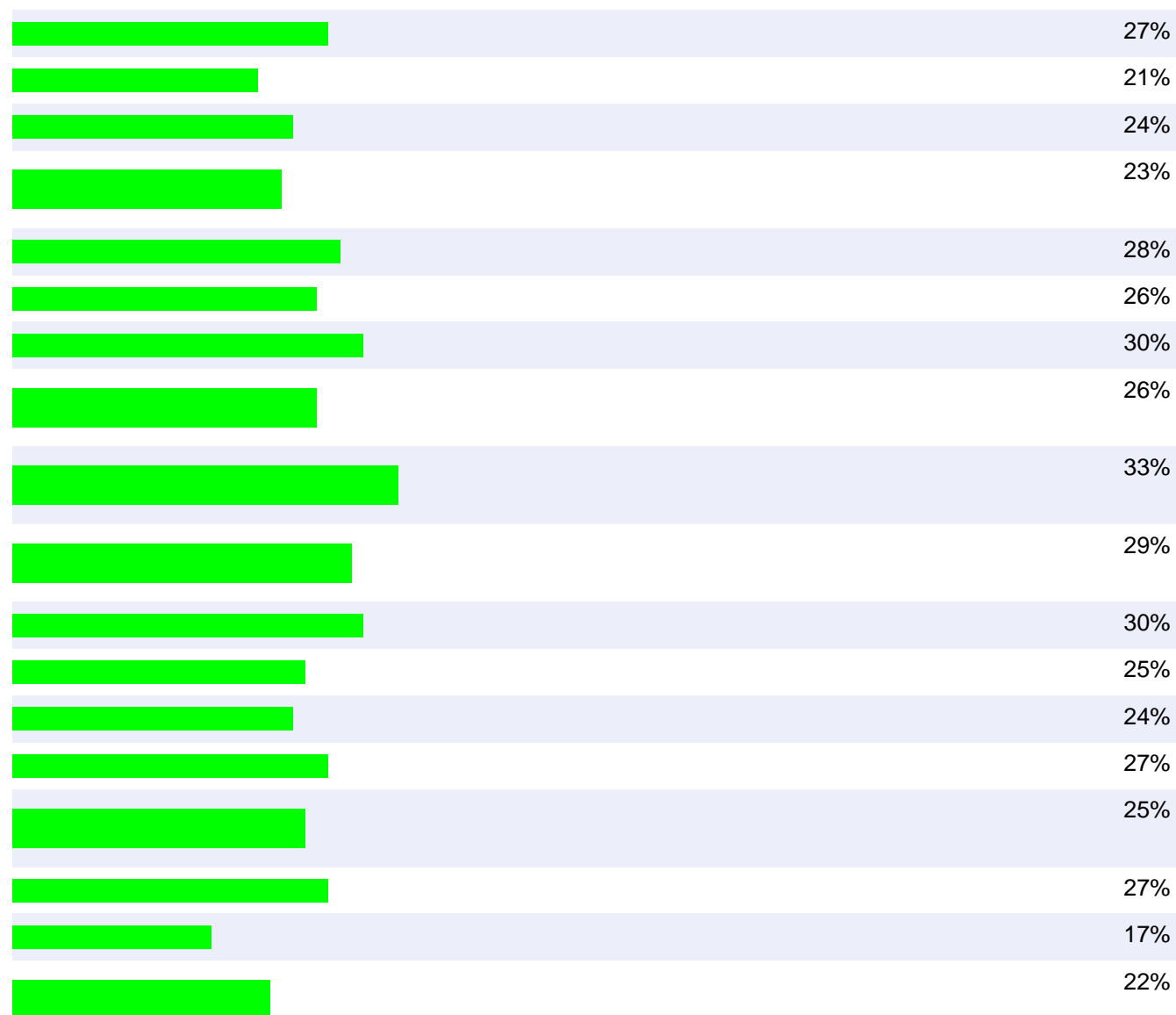
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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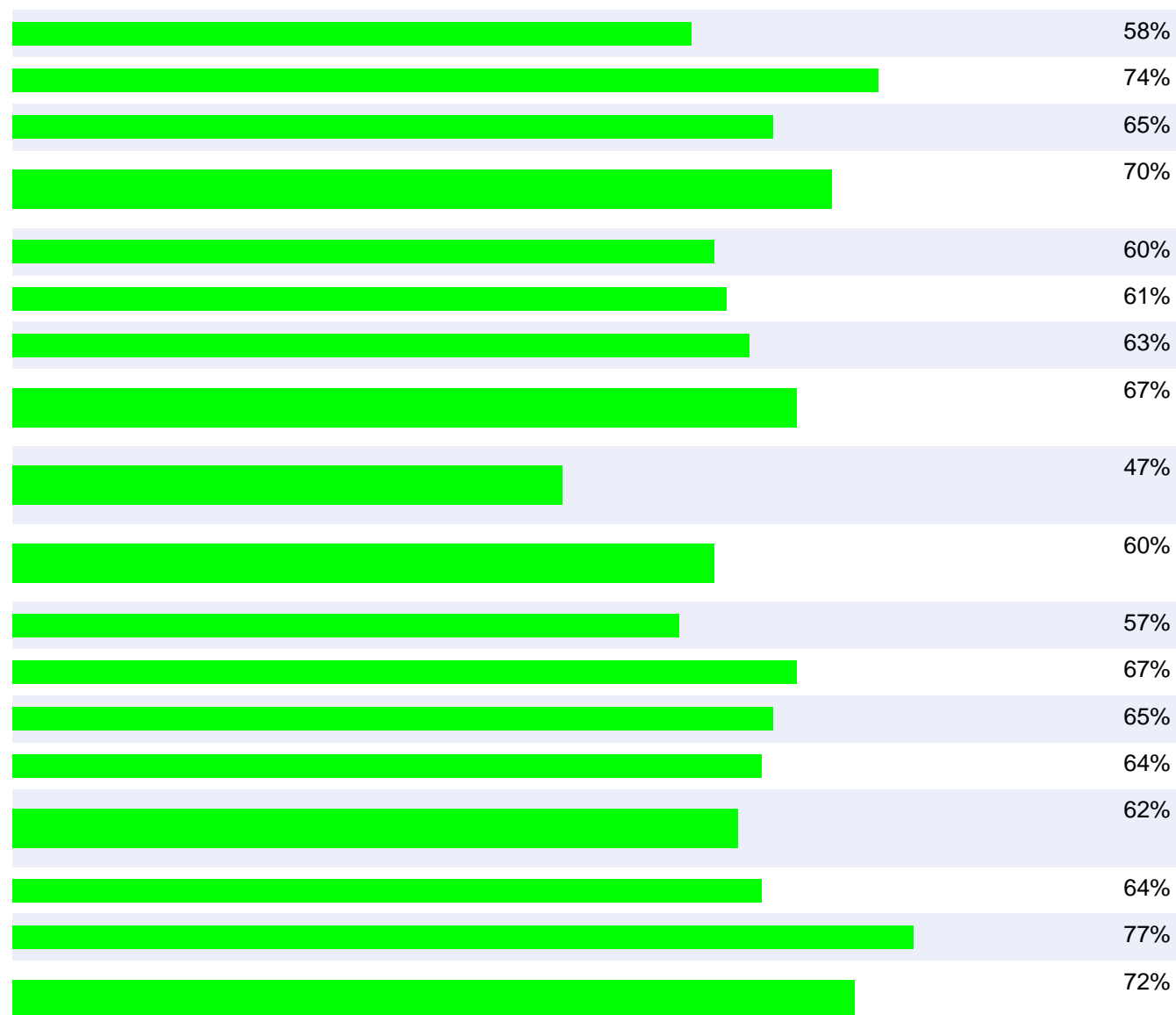
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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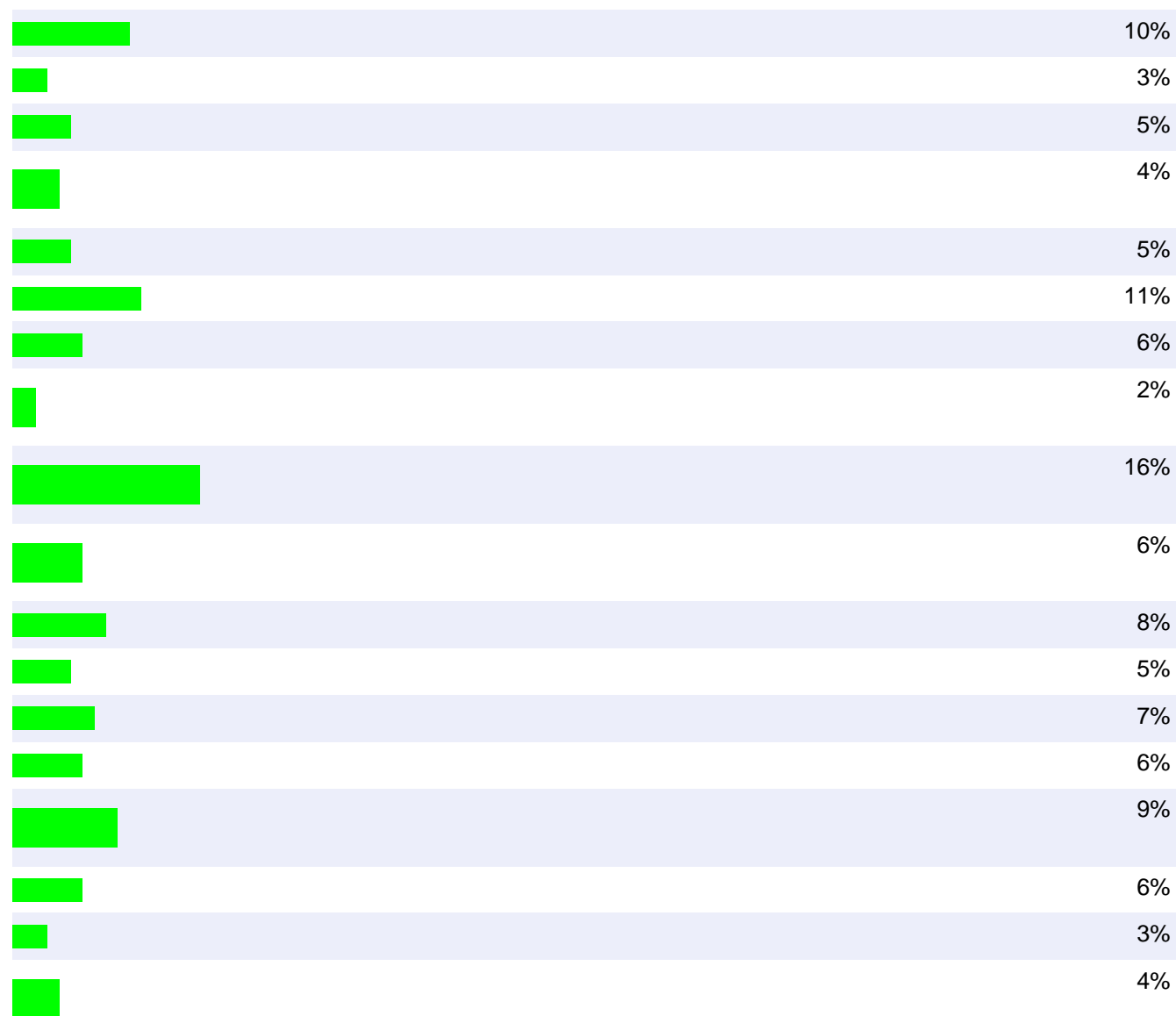
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

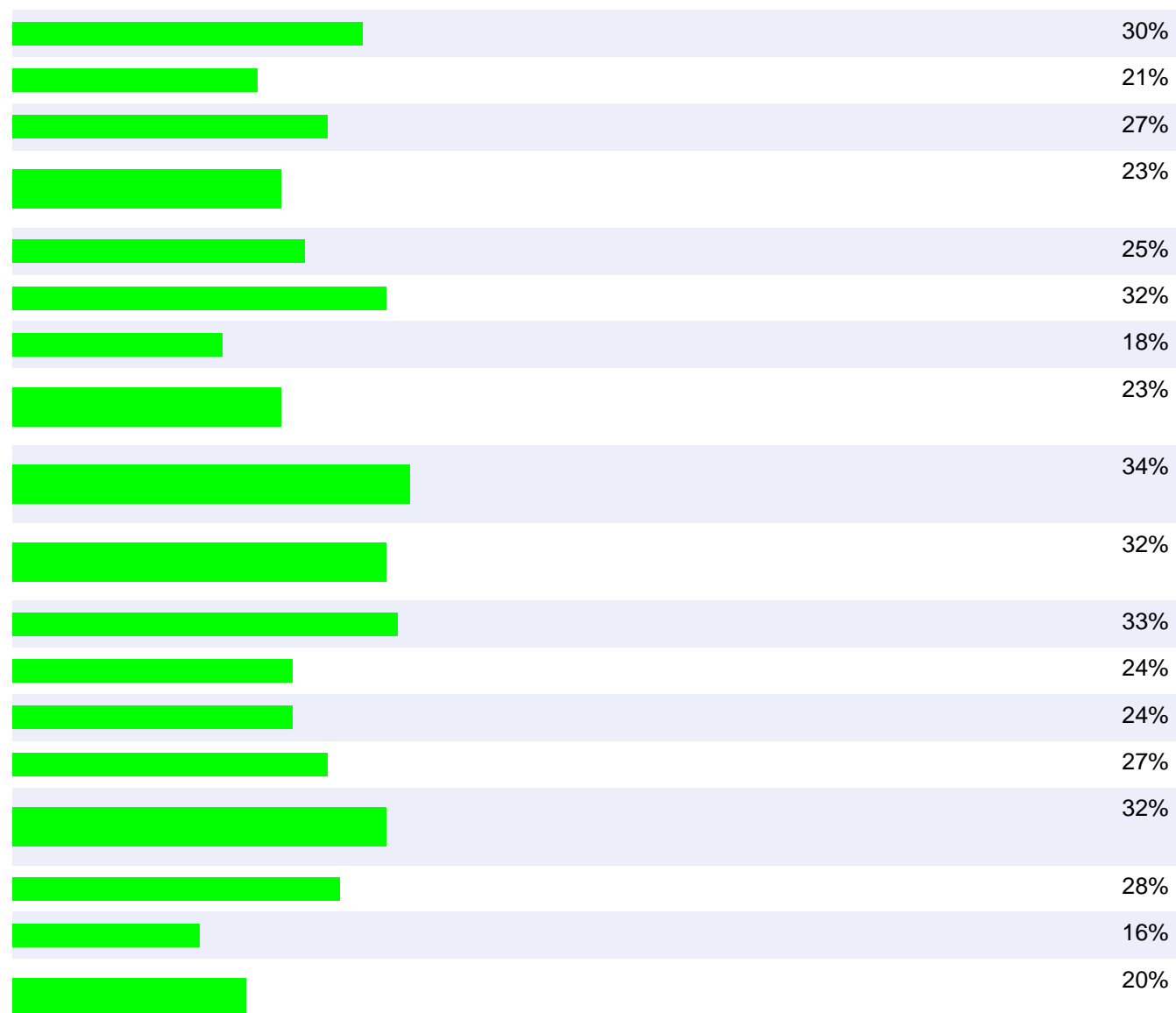
Based on Survey of Patients' Hospital Experiences (HCAHPS)





# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

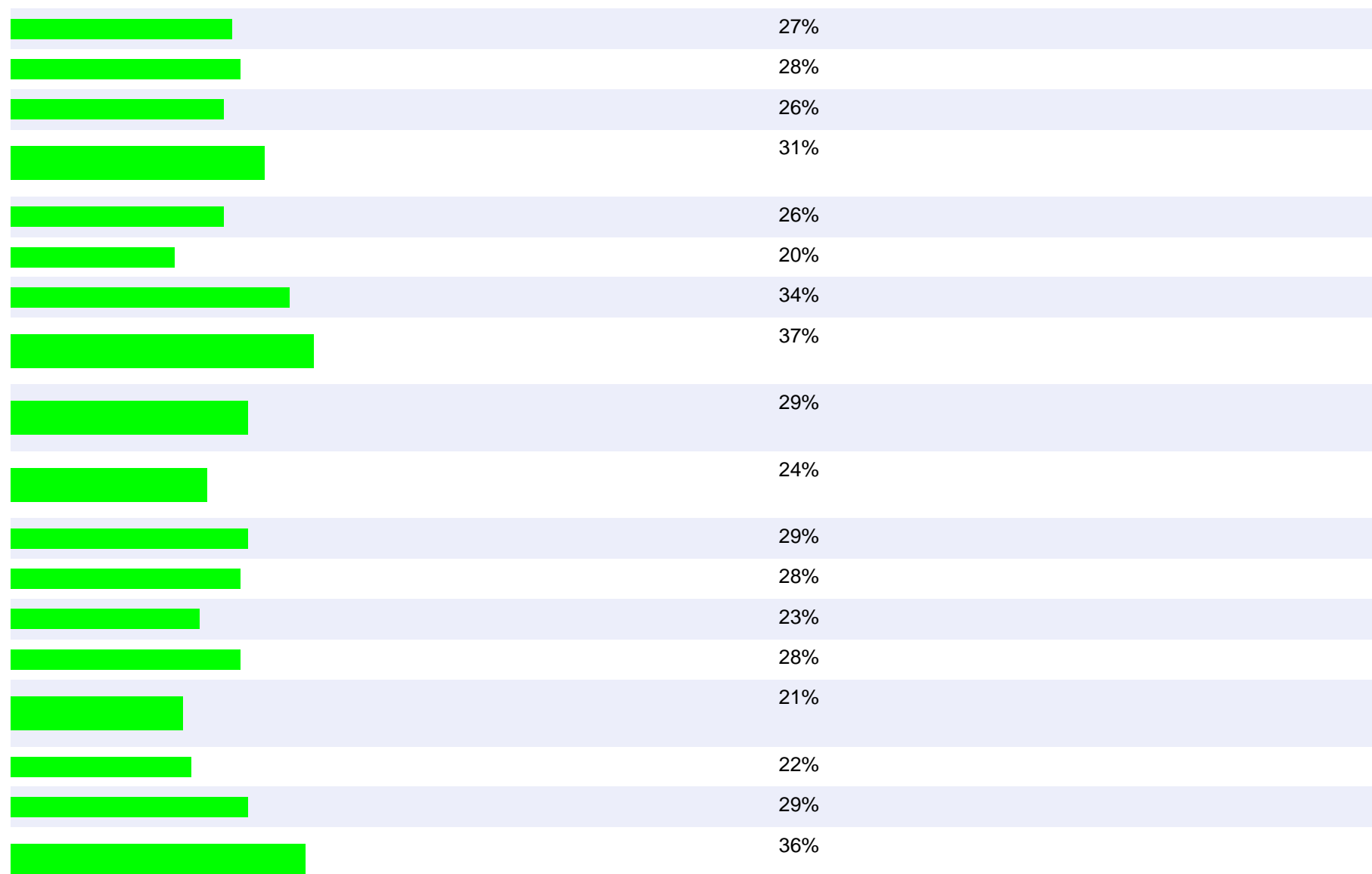
Between 100 and 299

300 or more

300 or more

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|        | SAN FRANCISCO                                     |                           |
|--------|---|---------------------------|
| 050071 | KAISER FOUNDATION HOSPITAL-SANTA CLARA            | 700 LAWRENCE EXPRESSWAY   |
| 050072 | KAISER FOUNDATION HOSPITAL - WALNUT CREEK         | 1425 S MAIN ST            |
| 050073 | KAISER FOUNDATION HOSPITAL AND REHAB CENTER       | 975 SERENO DR             |
| 050075 | KAISER FOUNDATION HOSPITAL OAKLAND/RICHMOND       | 280 W MAC ARTHUR BLVD     |
| 050076 | KAISER FOUNDATION HOSPITAL - SAN FRANCISCO        | 2425 GEARY BLVD           |
| 050077 | SCRIPPS MERCY HOSPITAL                            | 4077 5TH AVE              |
| 050078 | PROVIDENCE LITTLE CO OF MARY MED CTR SAN PEDRO    | 1300 W 7TH ST             |
| 050079 | DOCTORS MEDICAL CENTER-SAN PABLO                  | 2000 VALE RD              |
| 050082 | ST JOHNS REGIONAL MEDICAL CENTER                  | 1600 N ROSE AVE           |
| 050084 | ST JOSEPHS MED CENTER OF STOCKTON                 | 1800 N CALIFORNIA ST      |
| 050089 | COMMUNITY HOSPITAL OF SAN BERNARDINO              | 1805 MEDICAL CENTER DRIVE |
| 050090 | SONOMA VALLEY HOSPITAL                            | 347 ANDRIEUX ST           |
| 050091 | COMMUNITY AND MISSION HOSPITAL OF HUNTINGTON PARK | 2623 E SLAUSON AVE        |
| 050093 | SAINT AGNES MEDICAL CENTER                        | 1303 E HERNDON AVE        |
| 050096 | DOCTORS HOSPITAL OF WEST COVINA, INC              | 725 S ORANGE AVE          |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|  |                 |    |
|--|-----------------|----|
|  | FRANCISCO       |    |
|  | SANTA CLARA     | CA |
|  | WALNUT CREEK    | CA |
|  | VALLEJO         | CA |
|  | OAKLAND         | CA |
|  | SAN FRANCISCO   | CA |
|  | SAN DIEGO       | CA |
|  | SAN PEDRO       | CA |
|  | SAN PABLO       | CA |
|  | OXNARD          | CA |
|  | STOCKTON        | CA |
|  | SAN BERNARDINO  | CA |
|  | SONOMA          | CA |
|  | HUNTINGTON PARK | CA |
|  | FRESNO          | CA |
|  | WEST COVINA     | CA |

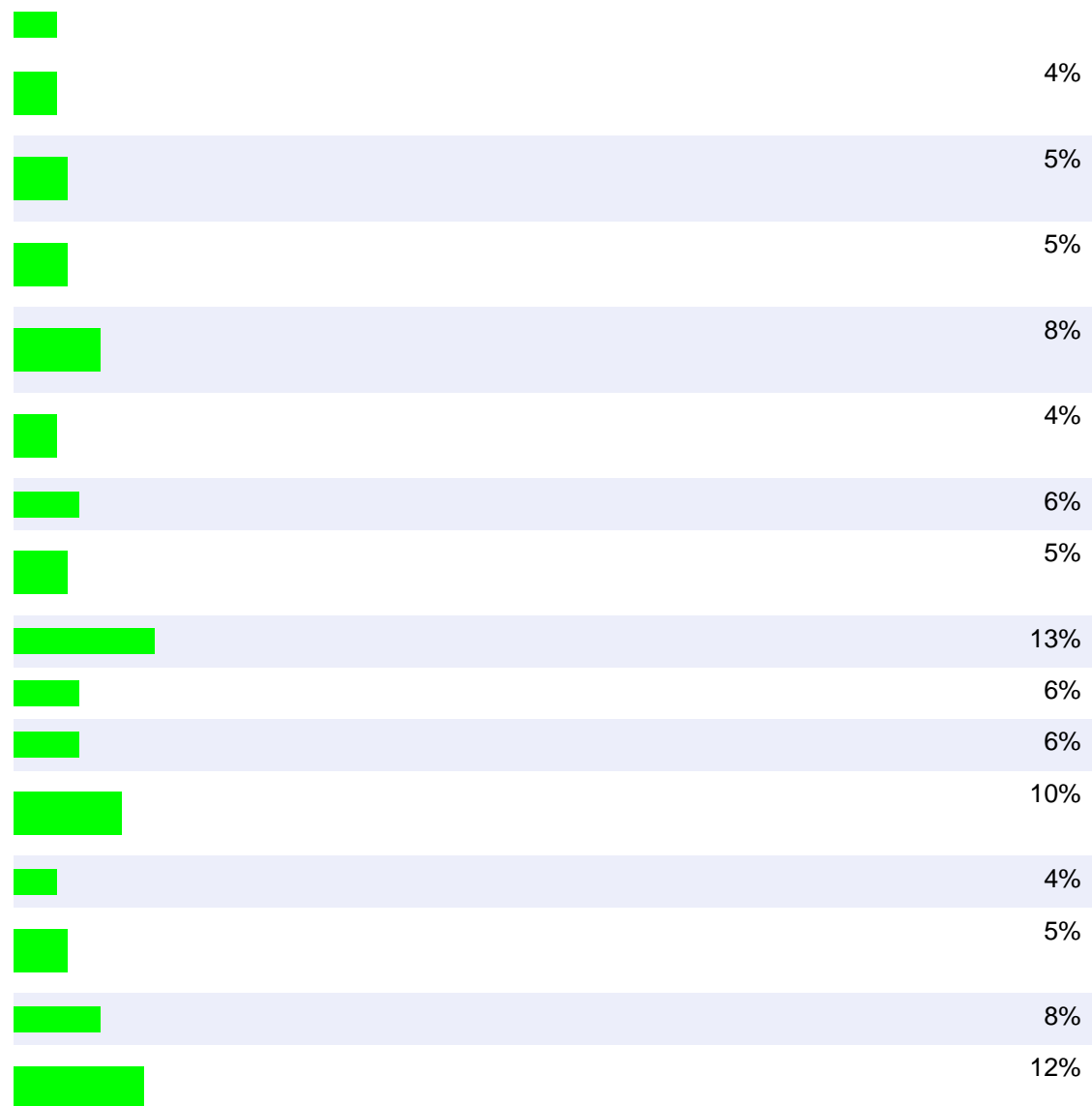
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|       |                |            |
|-------|----------------|------------|
| 95051 | SANTA CLARA    | 4082366400 |
| 94596 | CONTRA COSTA   | 9252954000 |
| 94589 | SOLANO         | 7076511000 |
| 94611 | ALAMEDA        | 5107521000 |
| 94115 | SAN FRANCISCO  | 4158332646 |
| 92103 | SAN DIEGO      | 6192948111 |
| 90732 | LOS ANGELES    | 3108323311 |
| 94806 | CONTRA COSTA   | 5109705000 |
| 93030 | VENTURA        | 8059882500 |
| 95204 | SAN JOAQUIN    | 2099432000 |
| 92411 | SAN BERNARDINO | 9098876333 |
| 95476 | SONOMA         | 7079355000 |
| 90255 | LOS ANGELES    | 3235831931 |
| 93710 | FRESNO         | 5594503000 |
| 91790 | LOS ANGELES    | 6263388481 |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

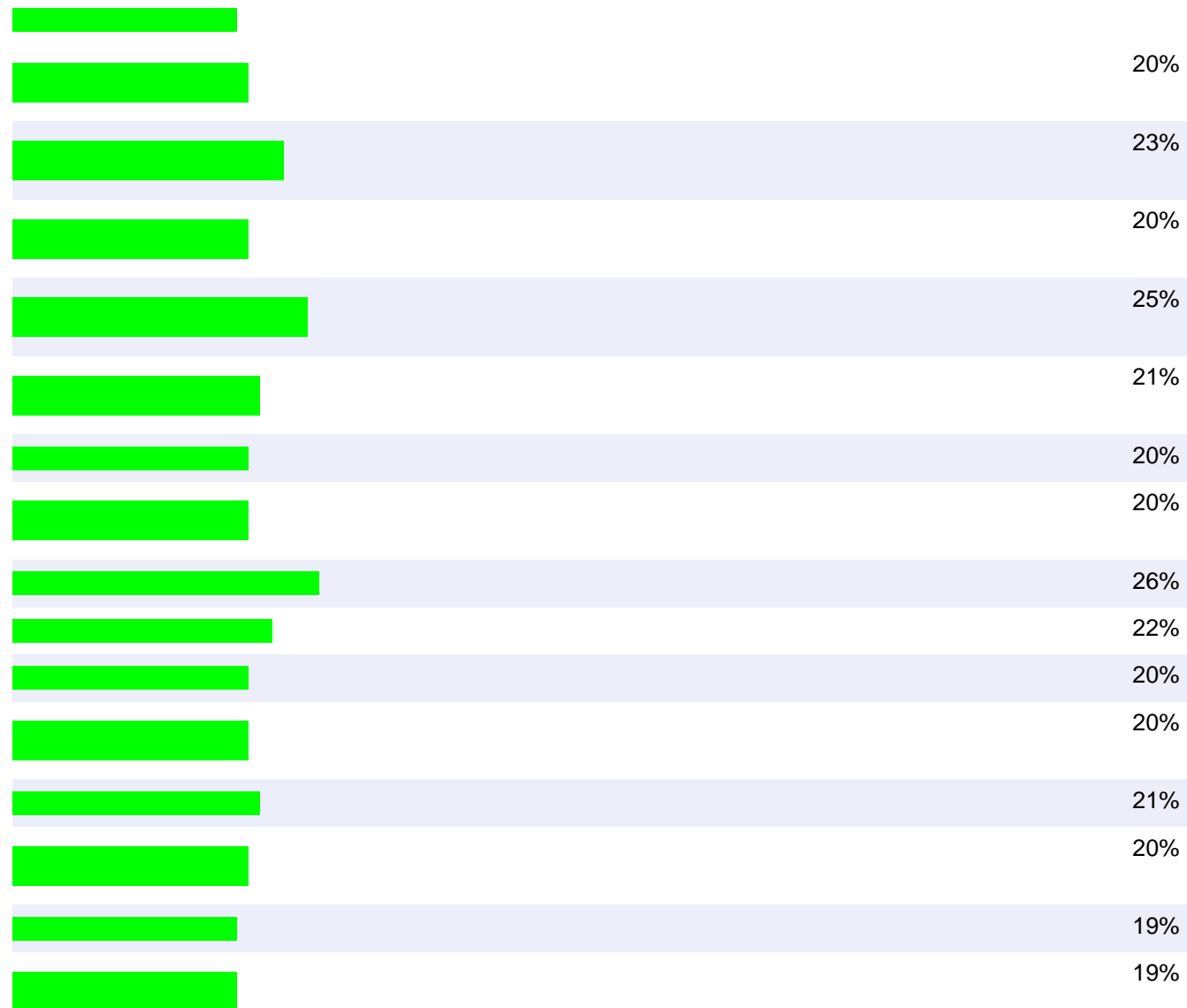
Based on Survey of Patients' Hospital Experiences (HCAHPS)





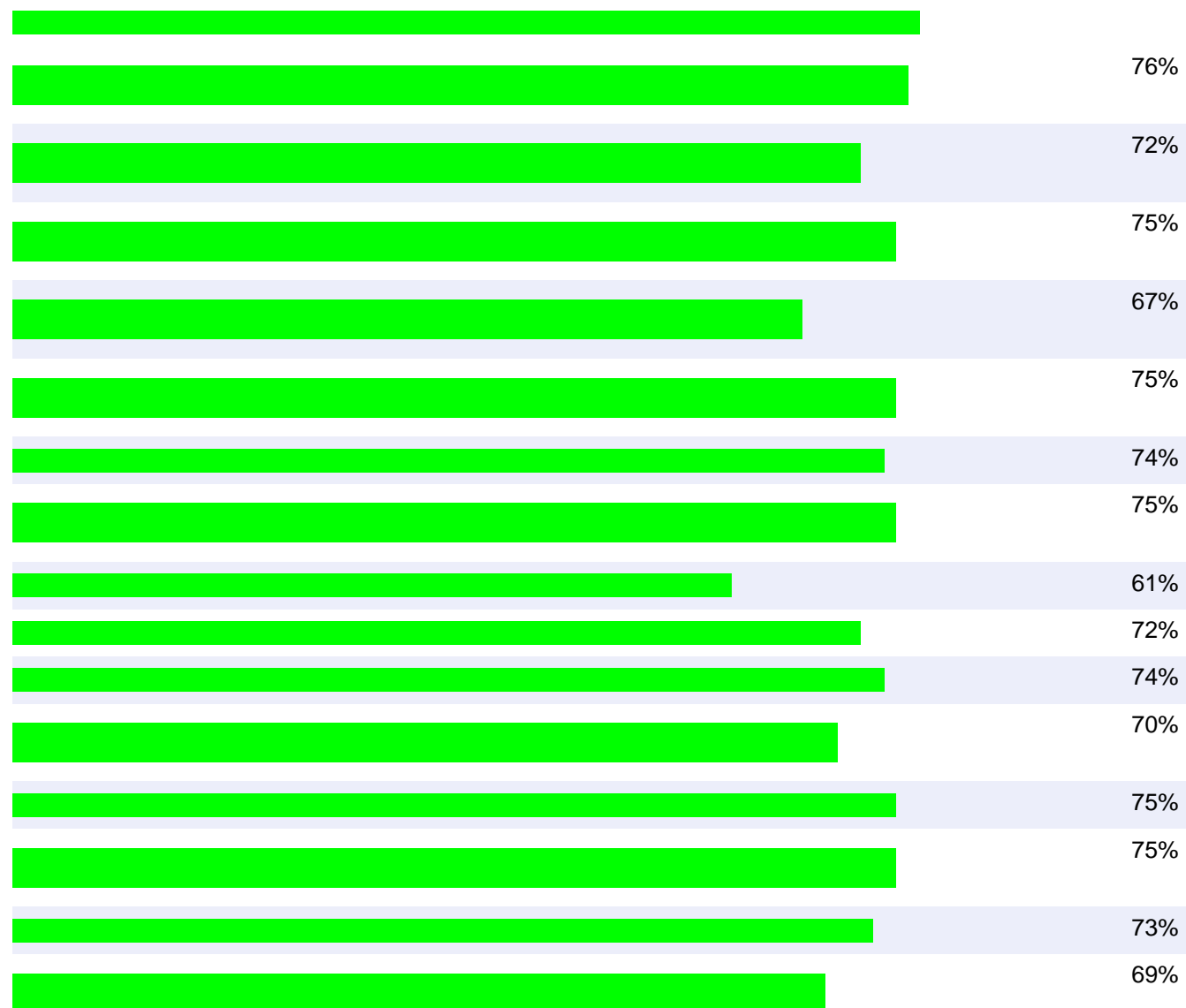
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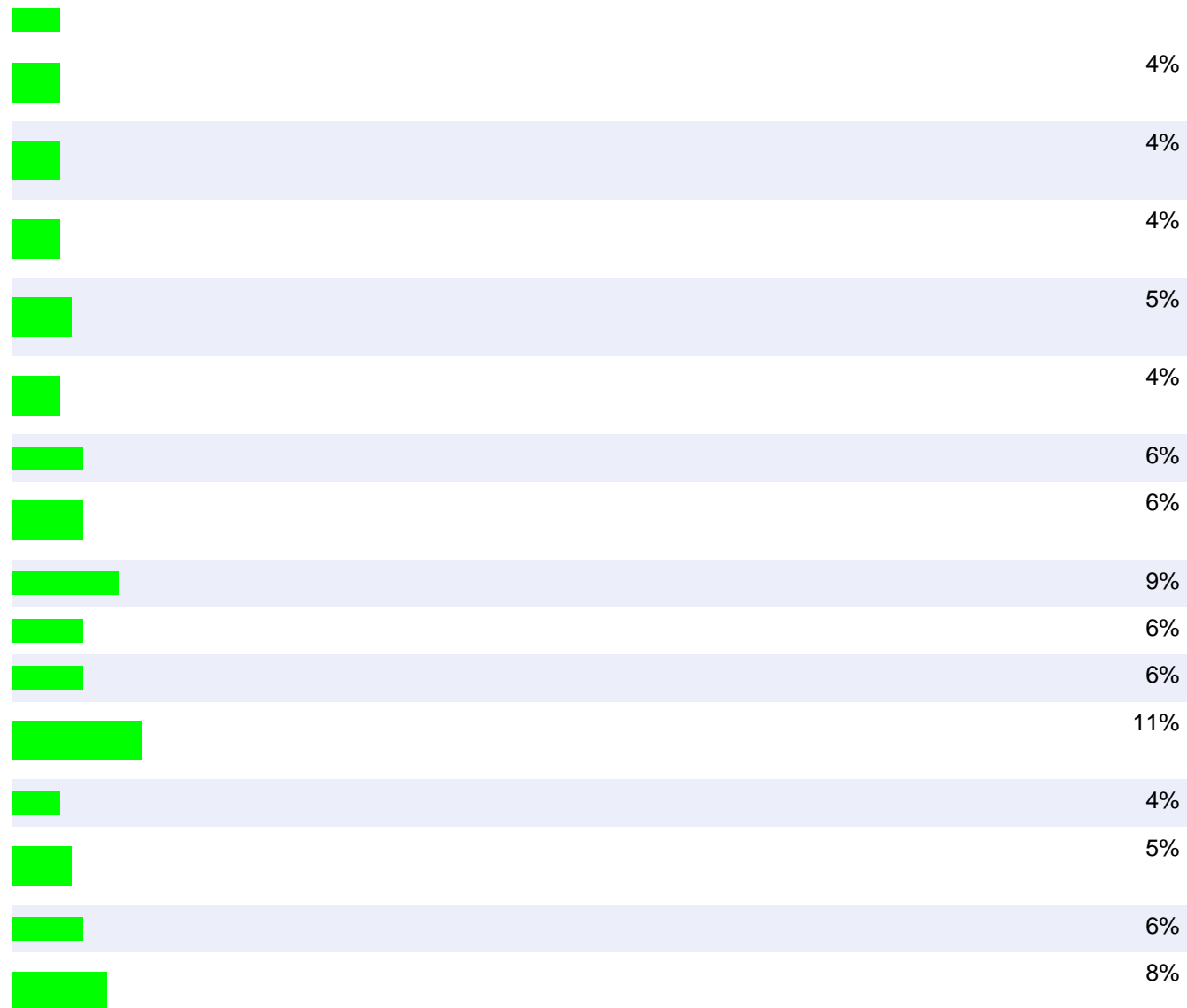
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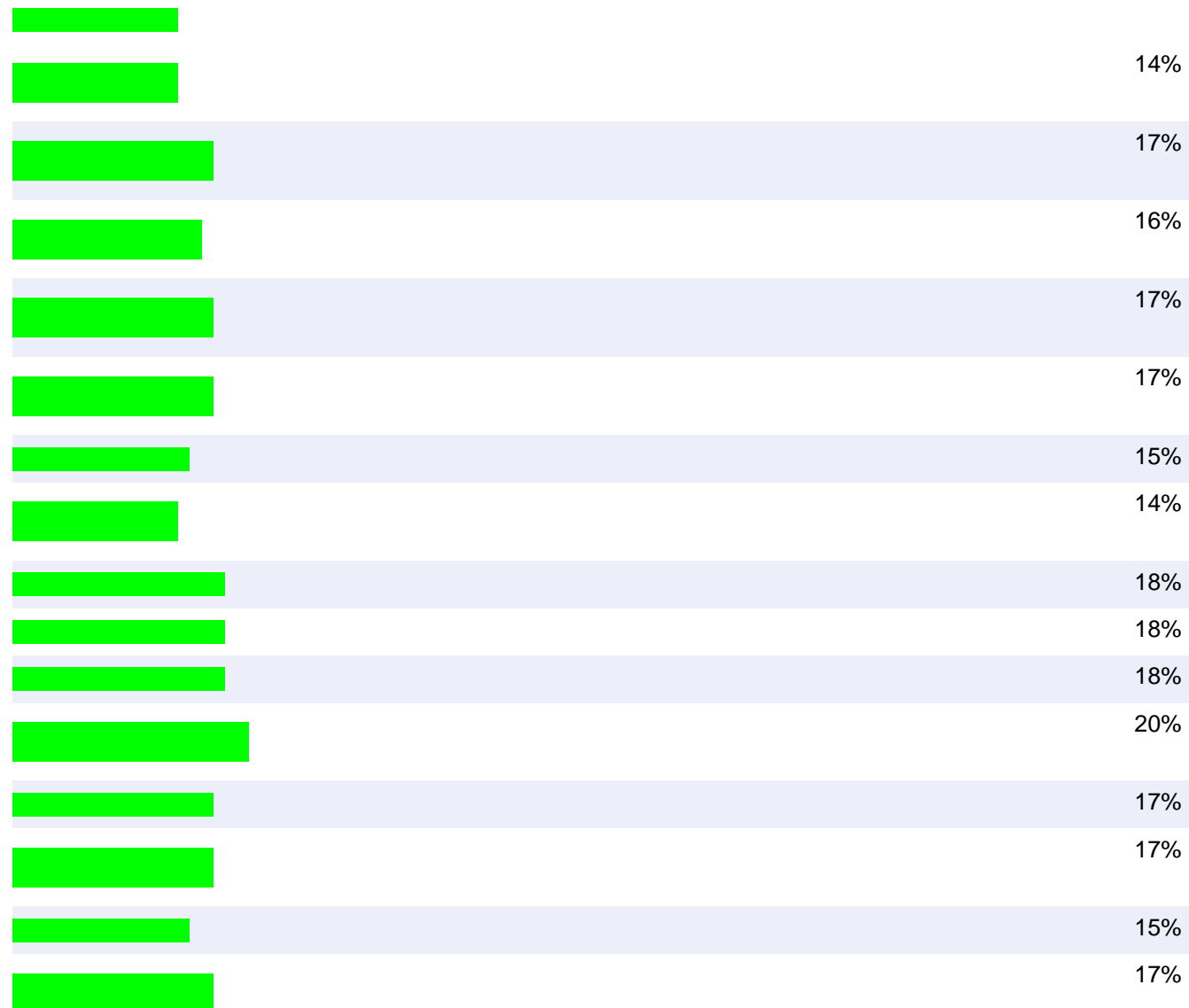
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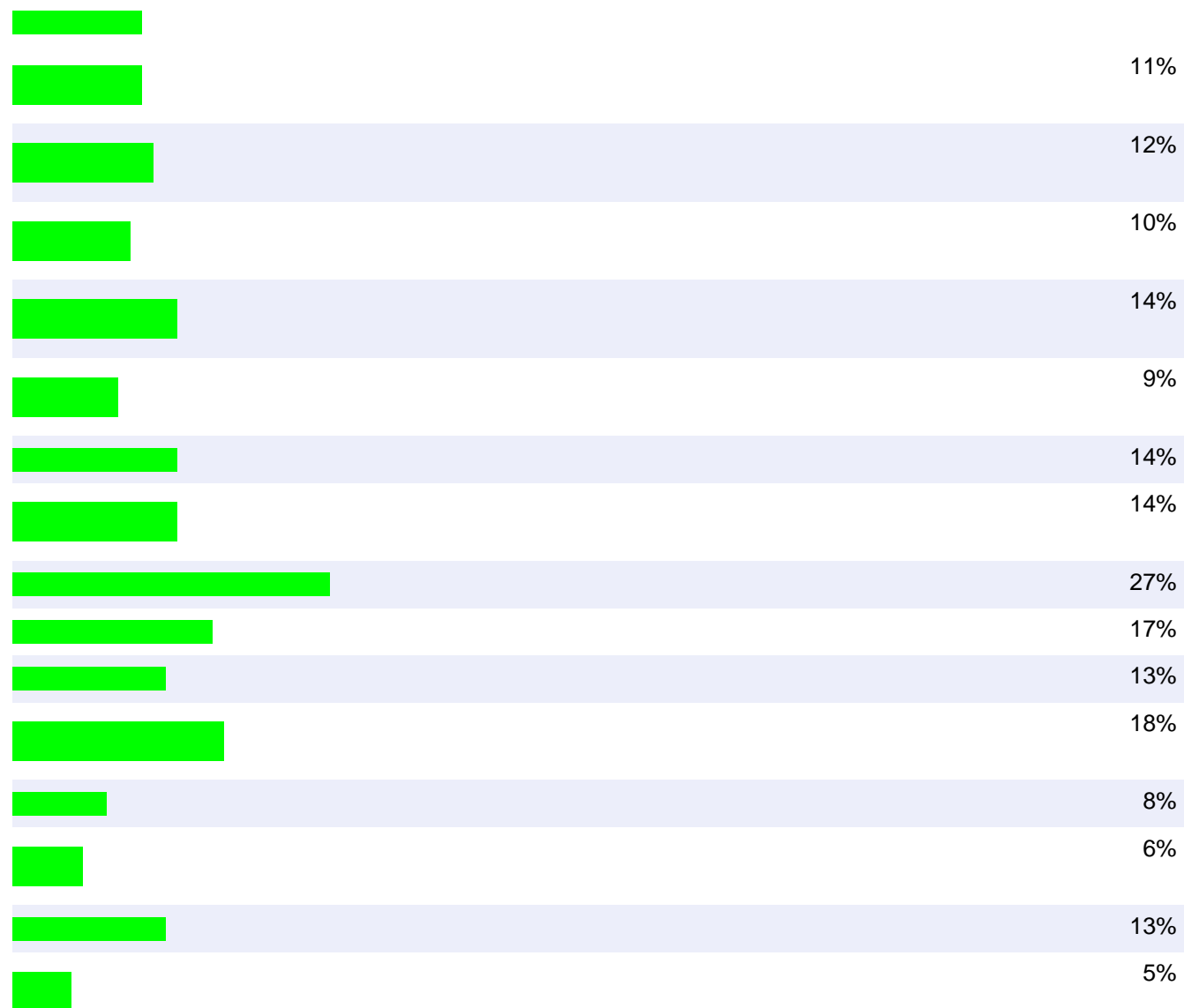
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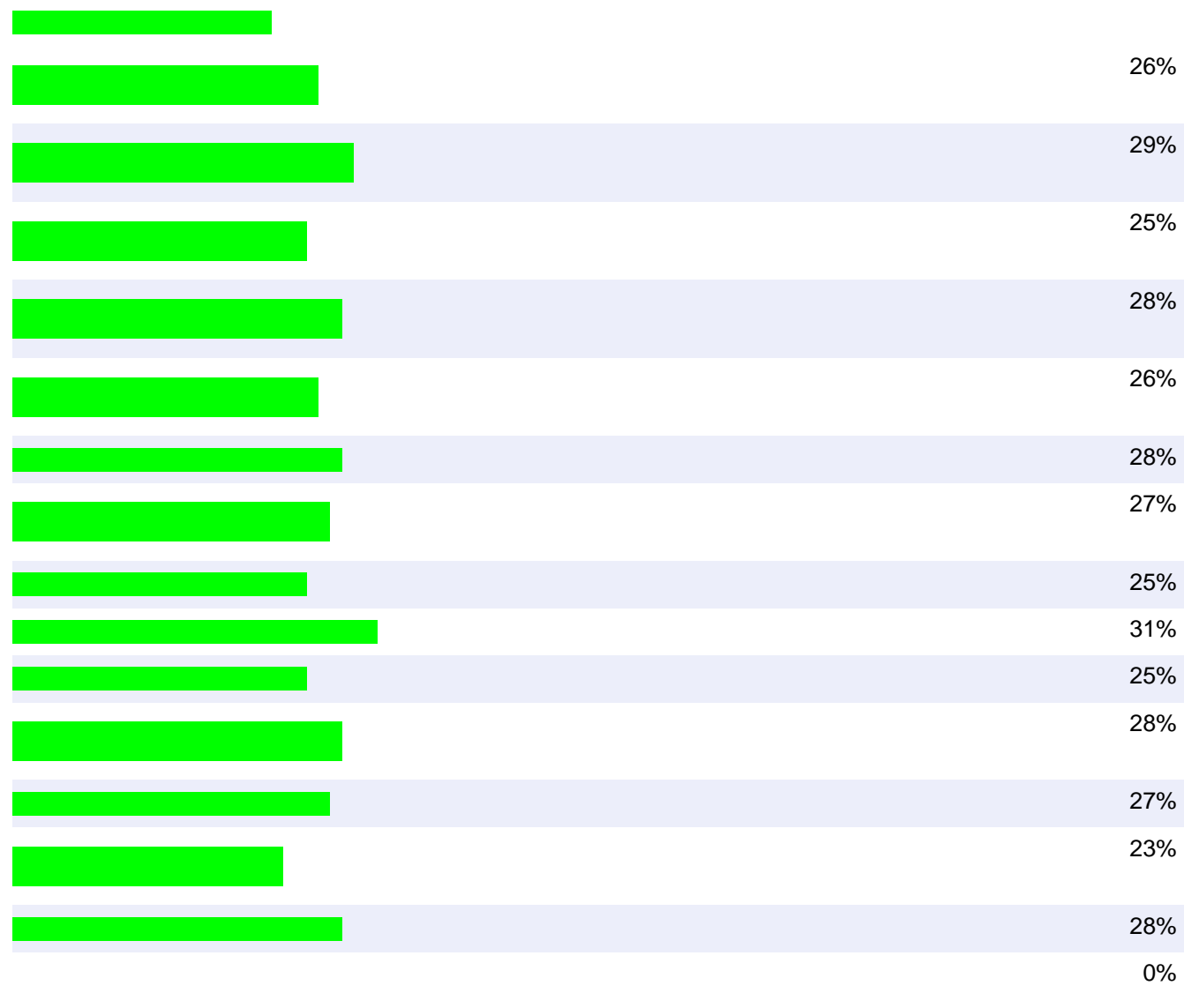
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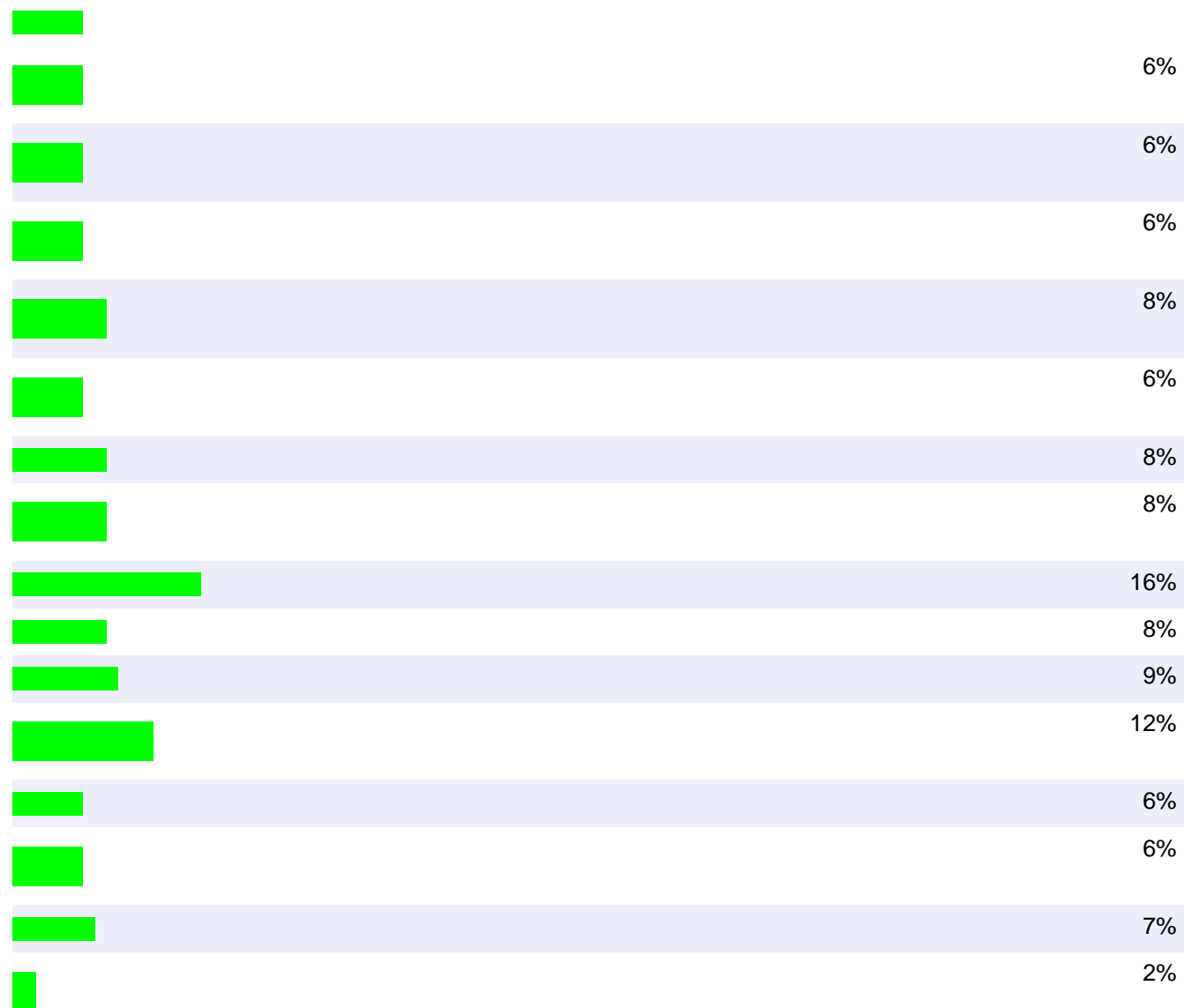
Based on Survey of Patients' Hospital Experiences (HCAHPS)





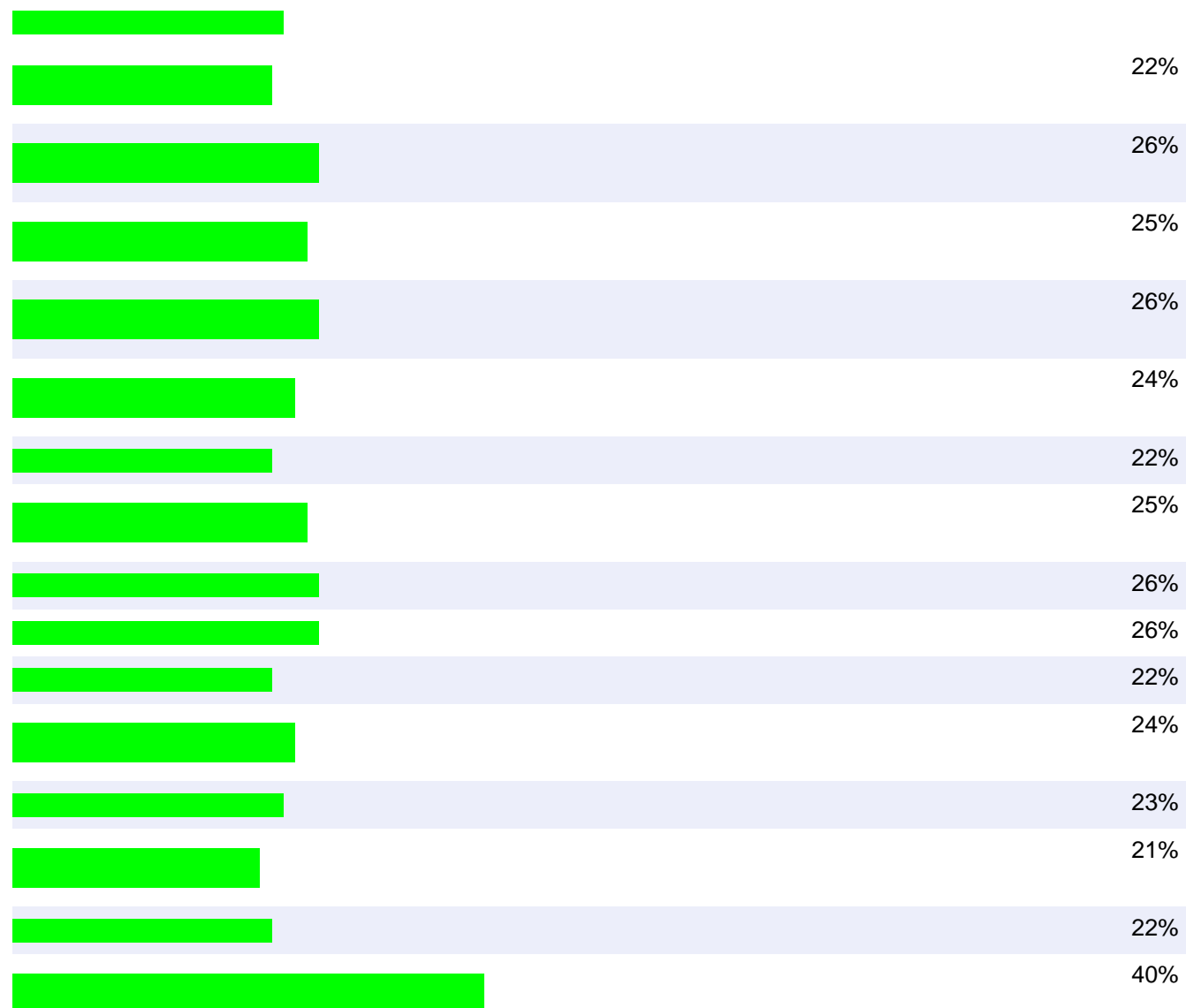
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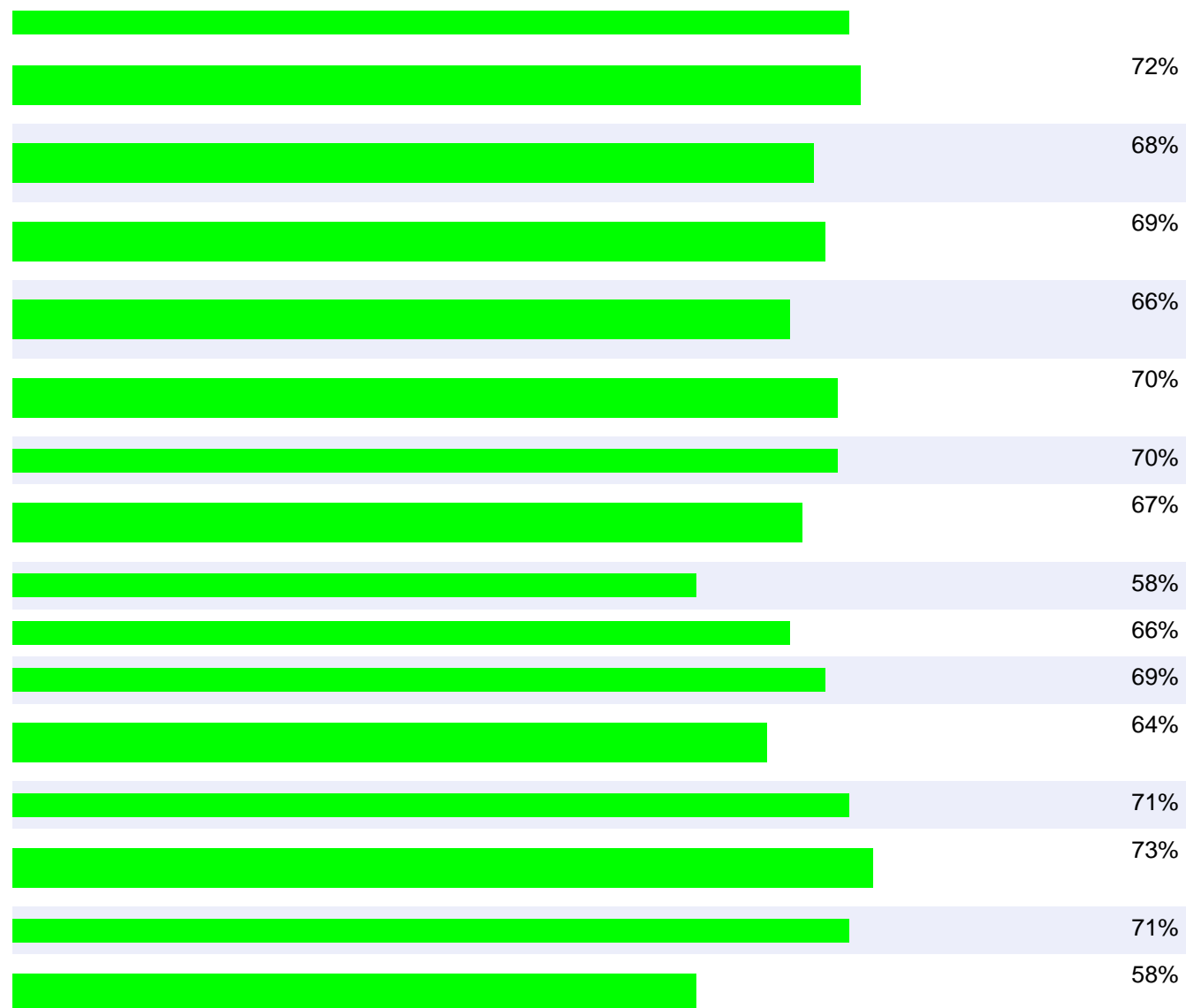
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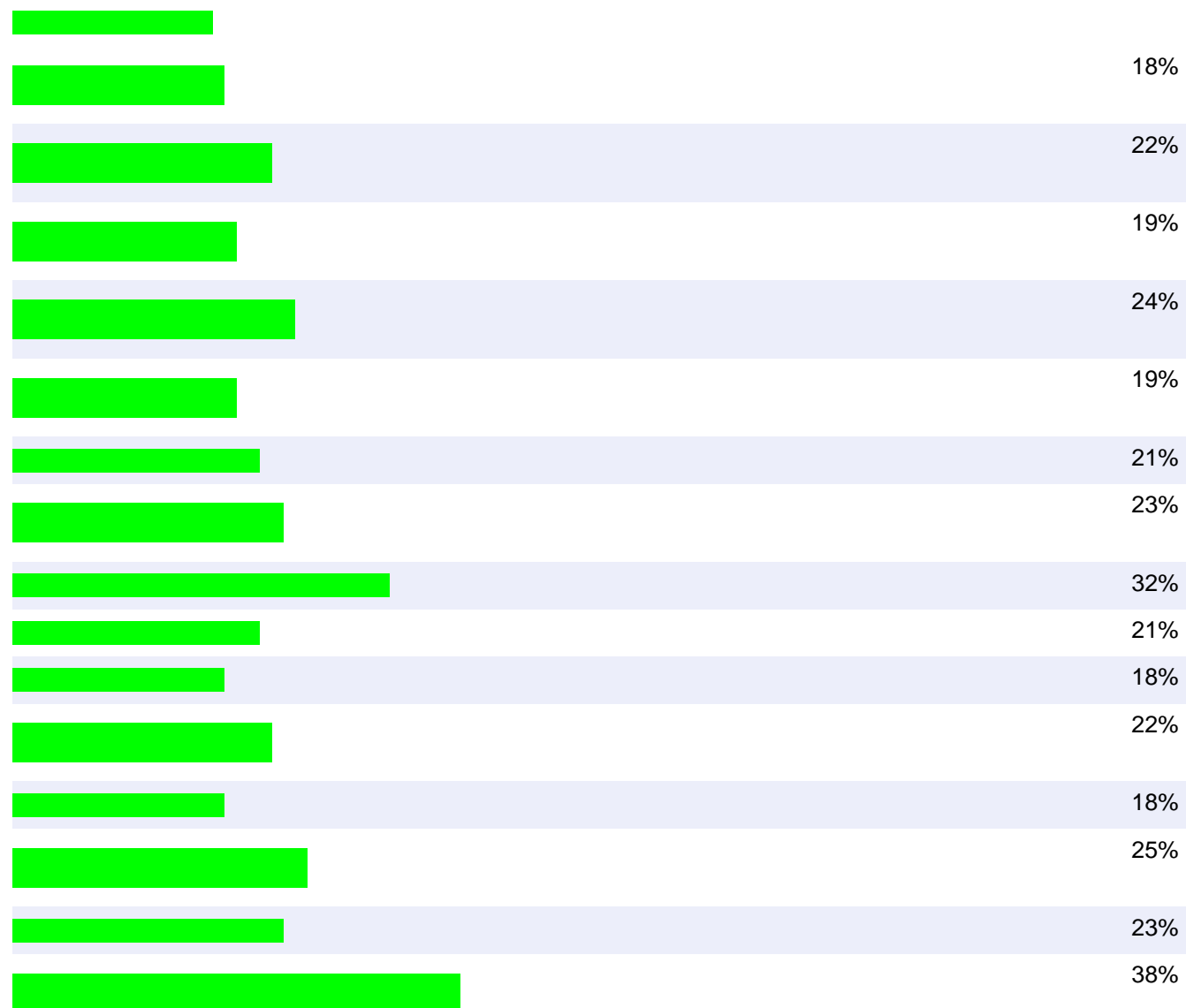
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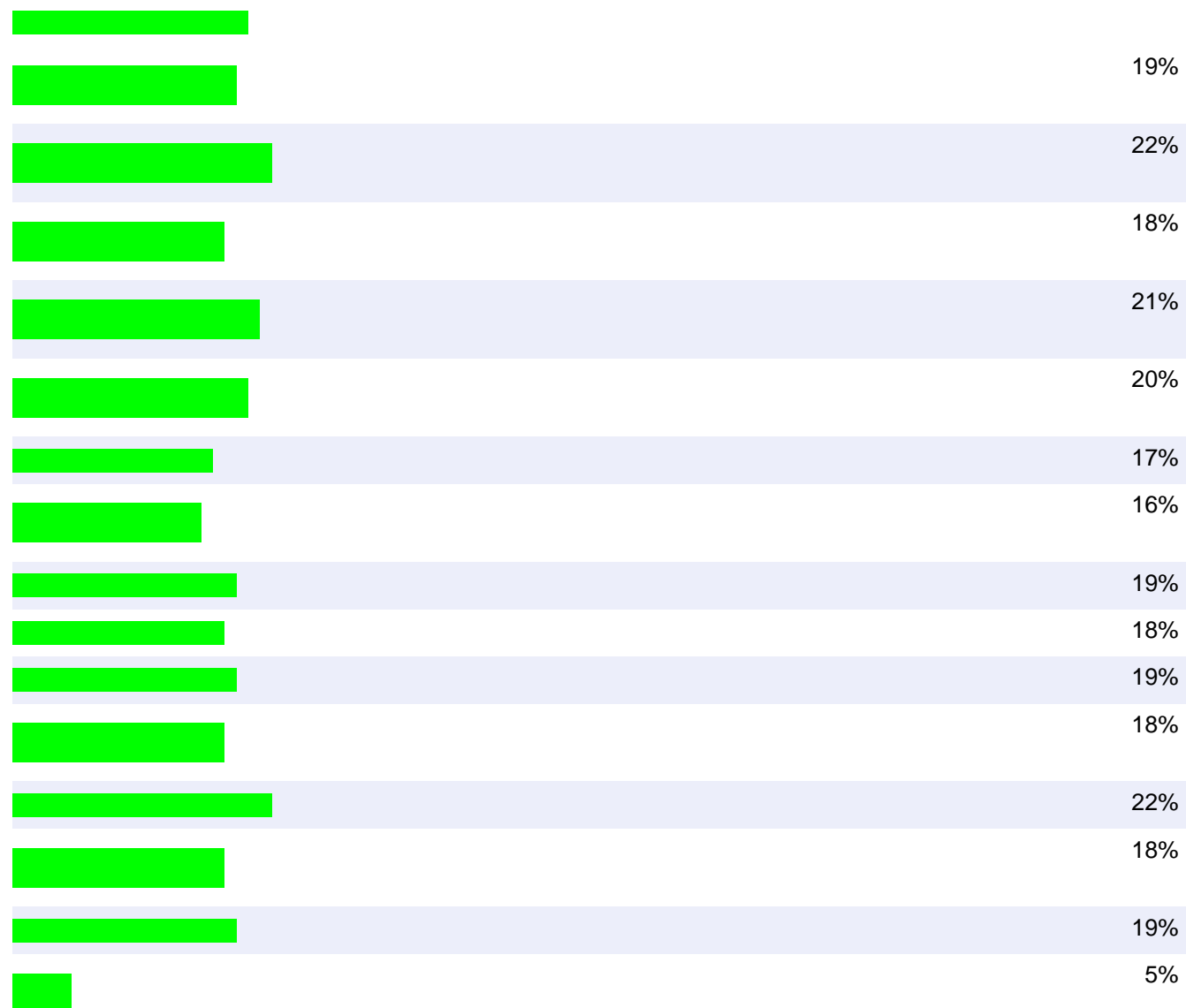
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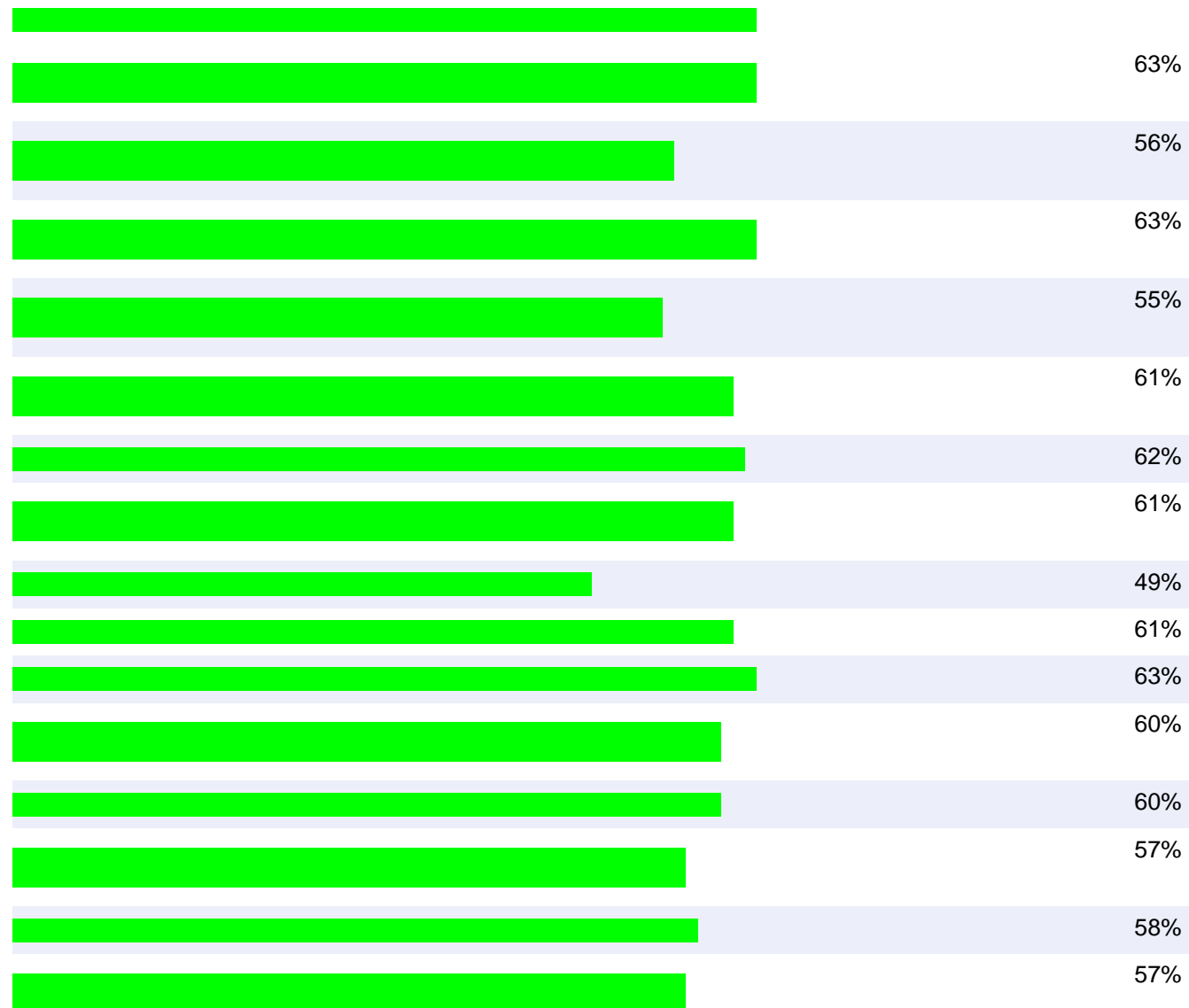
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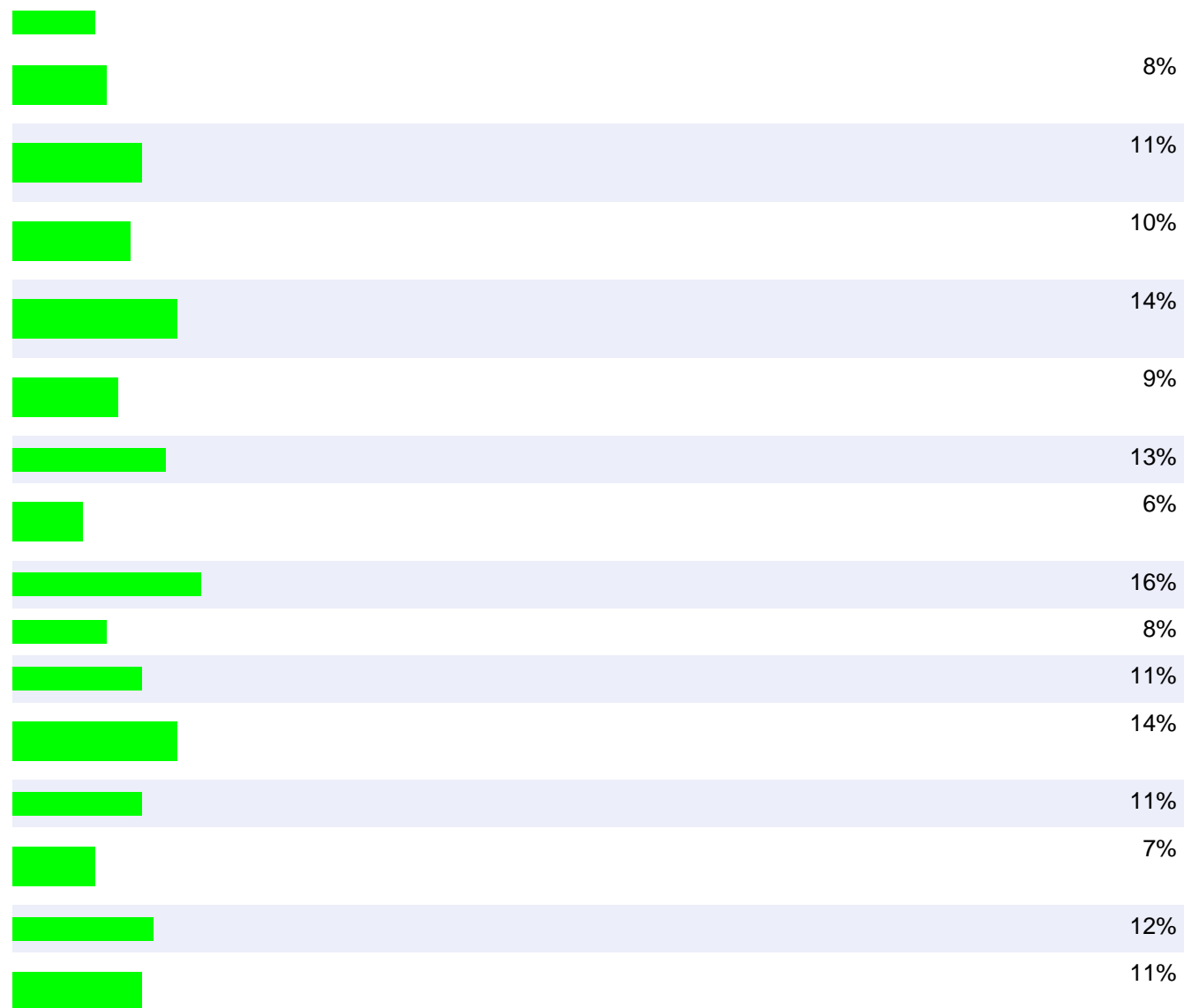
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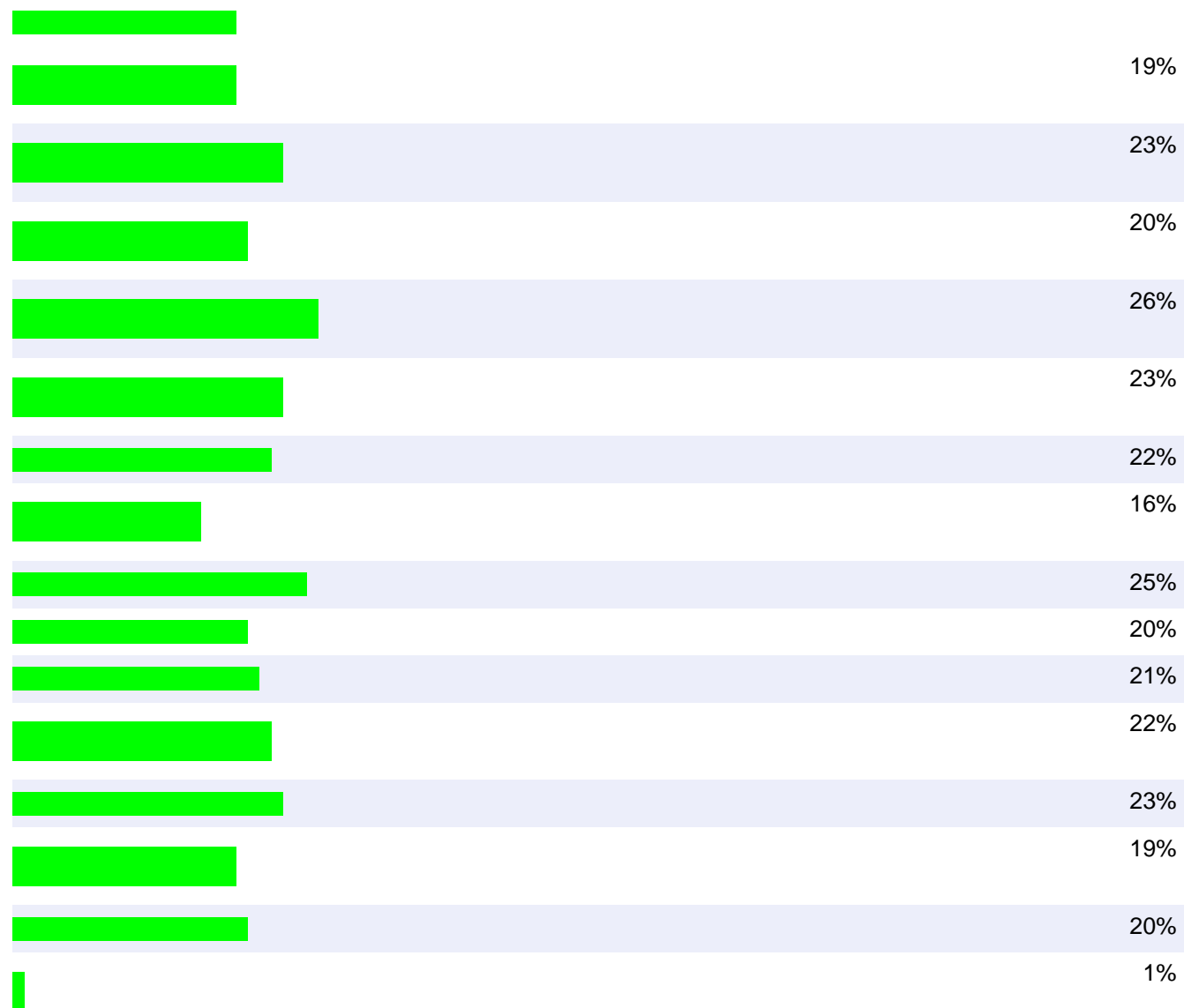
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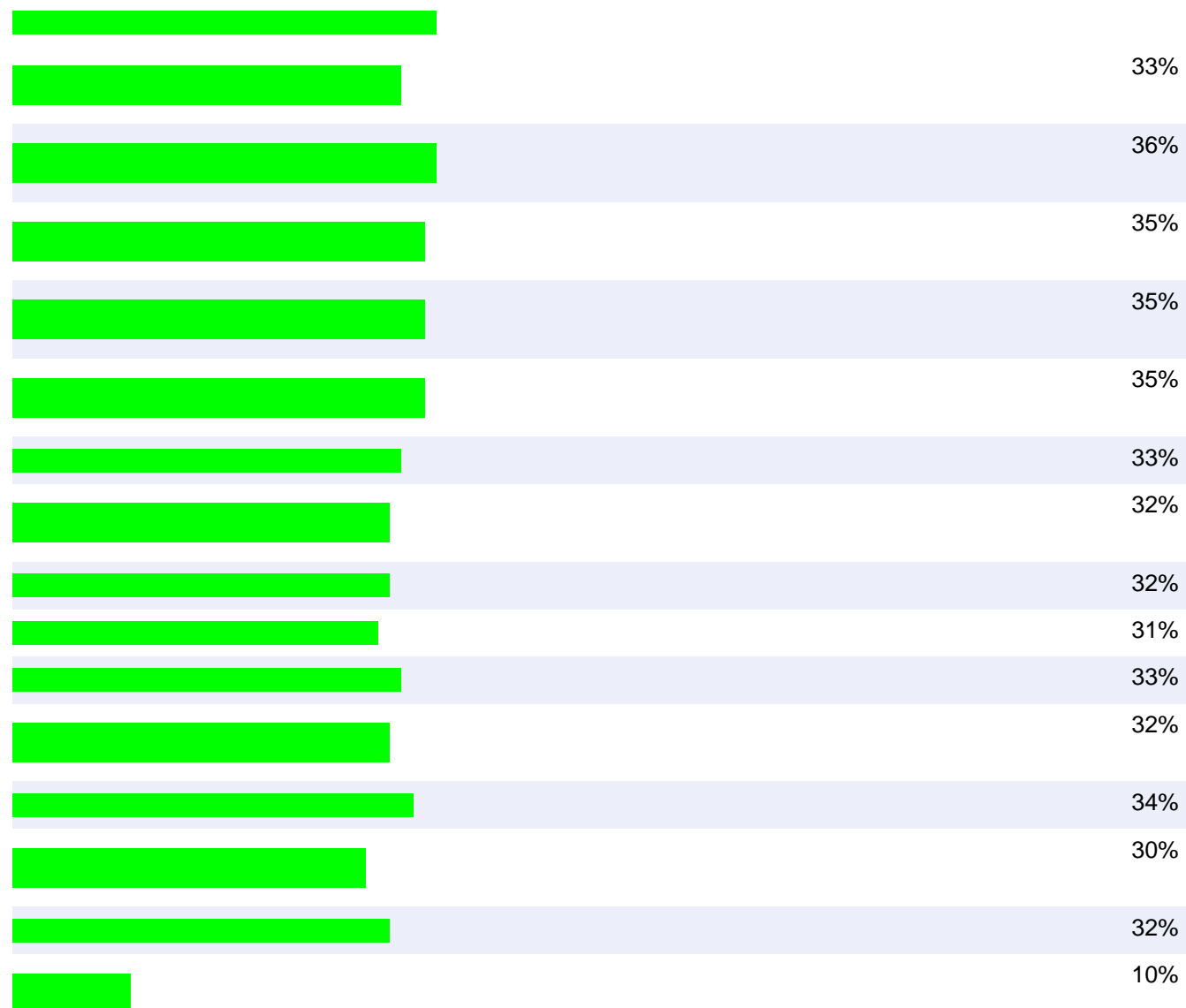
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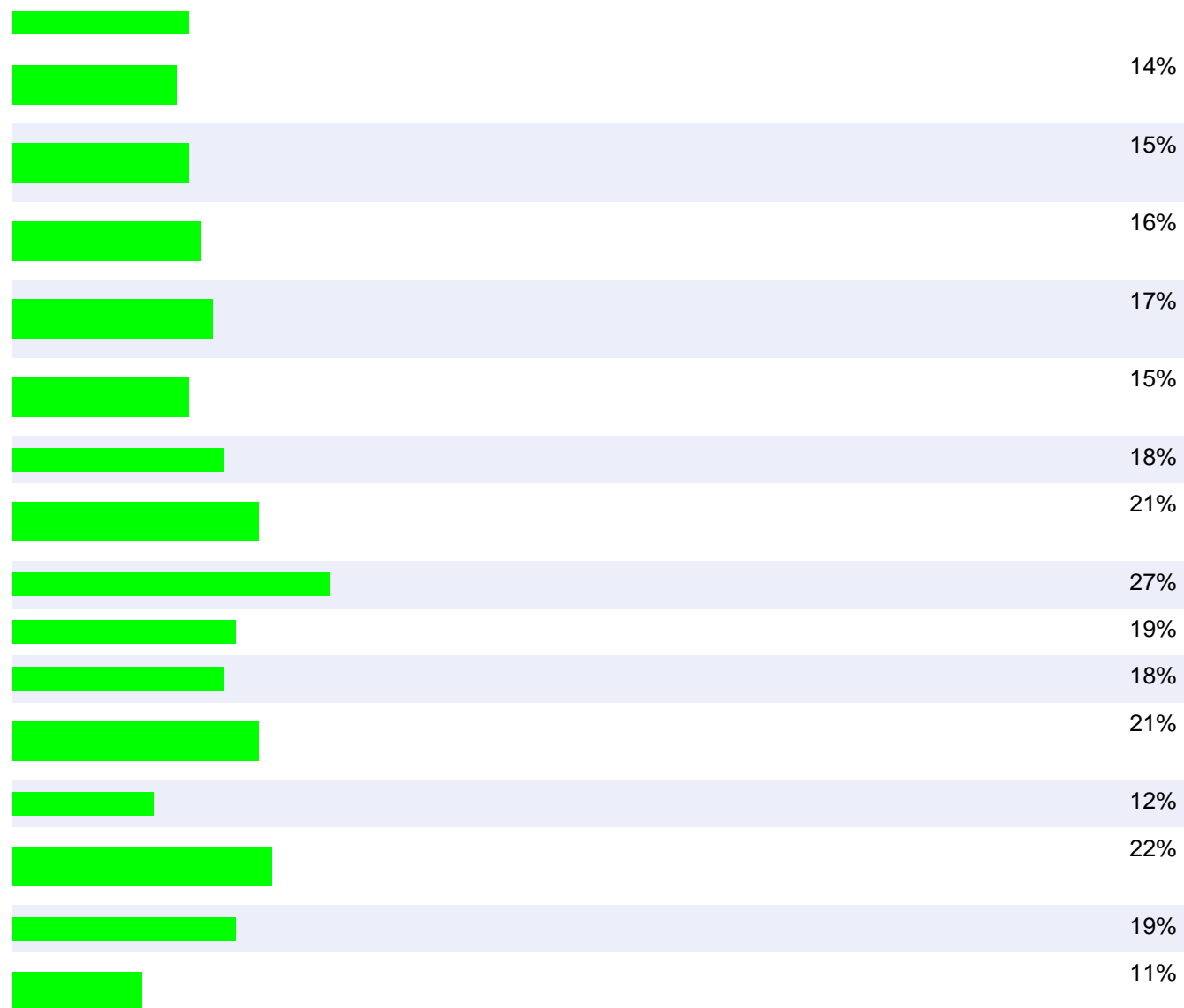
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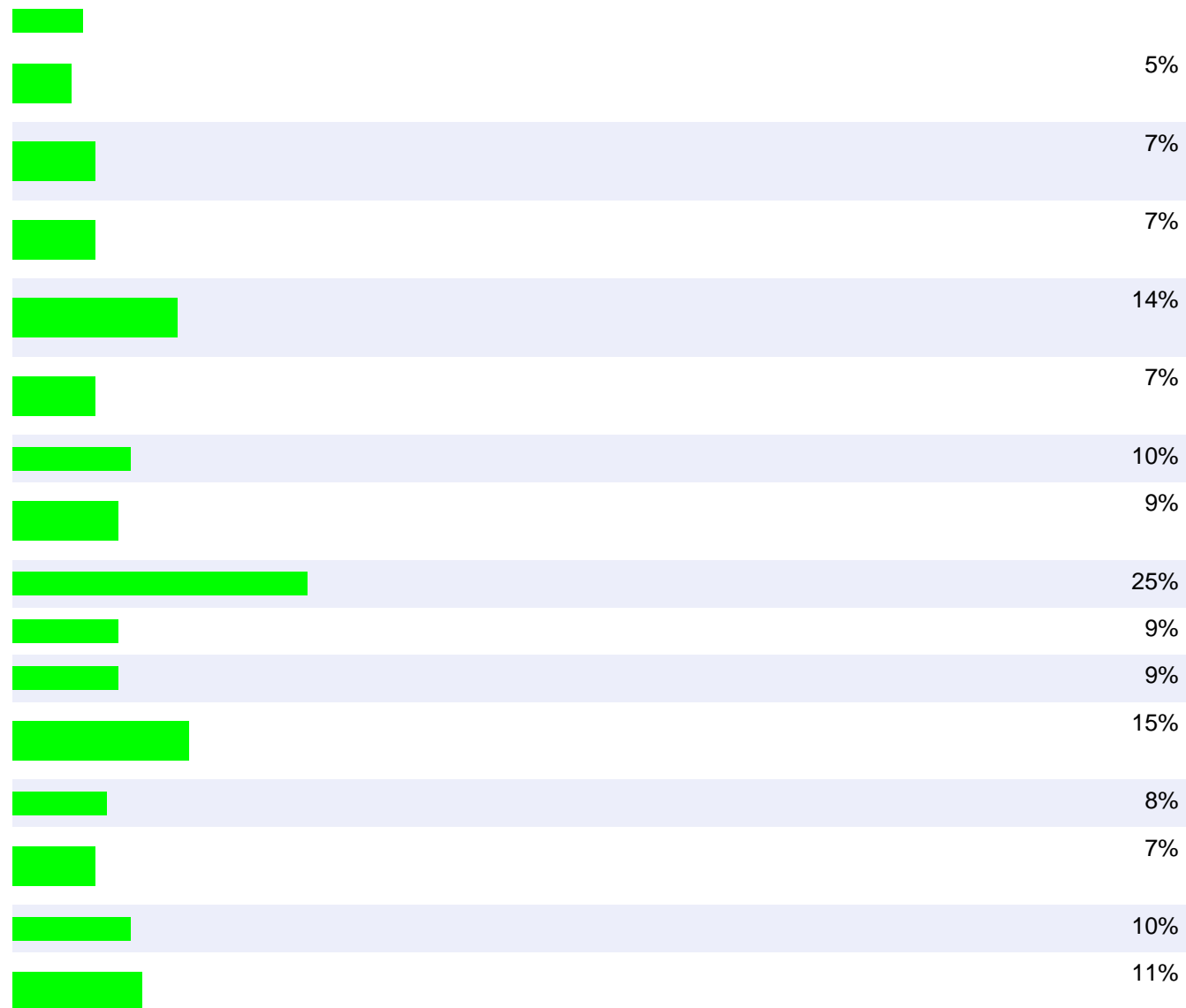
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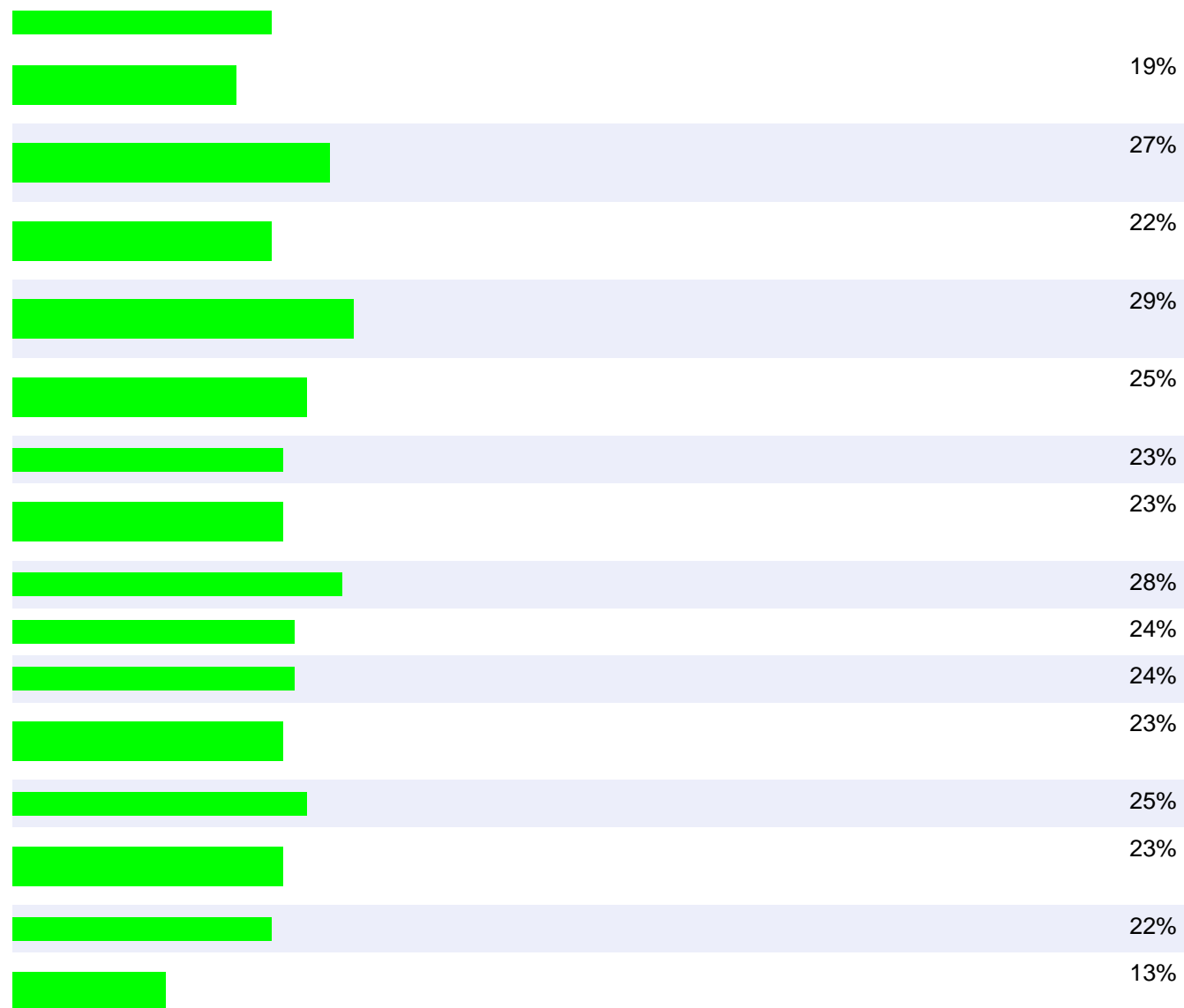
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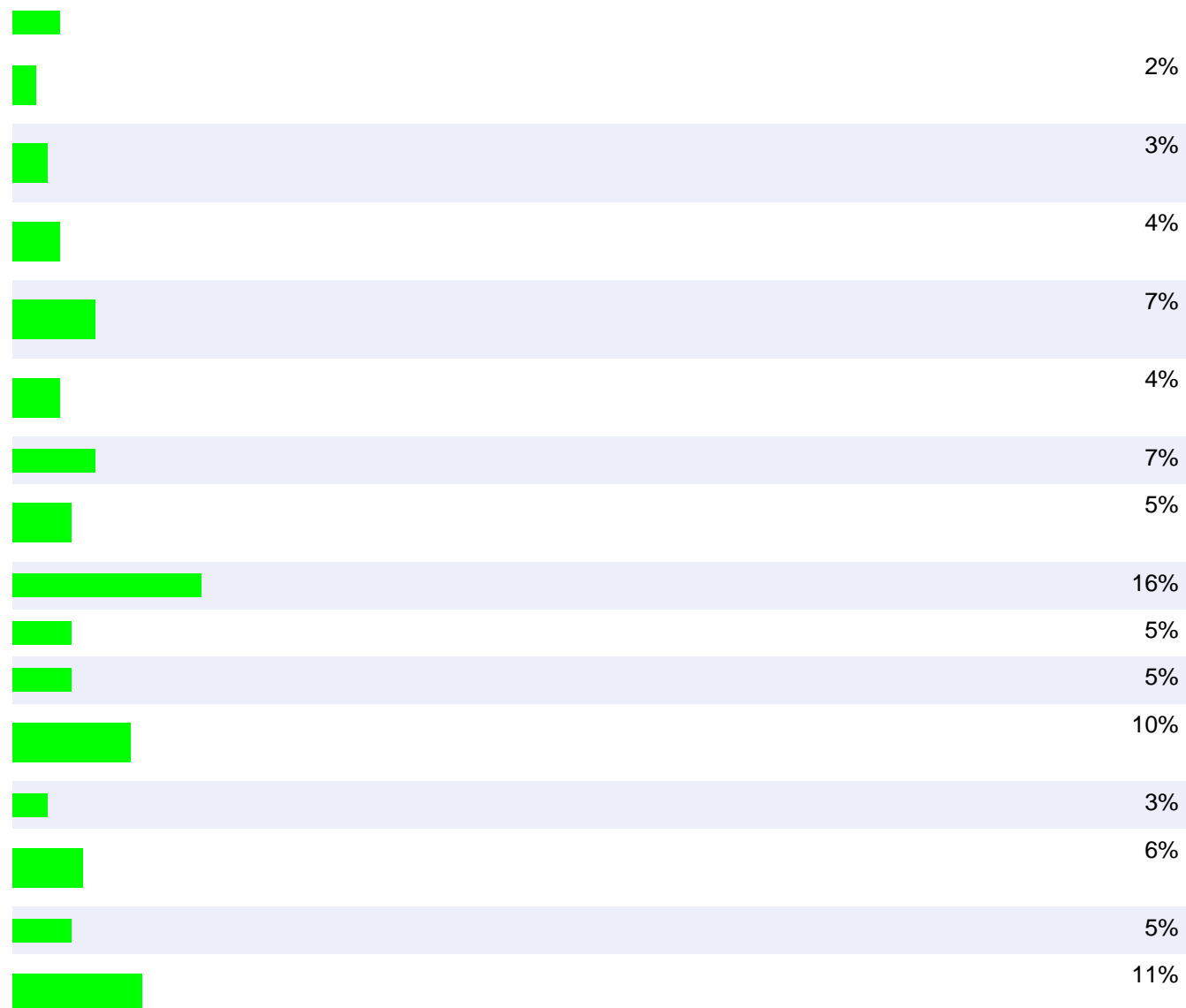
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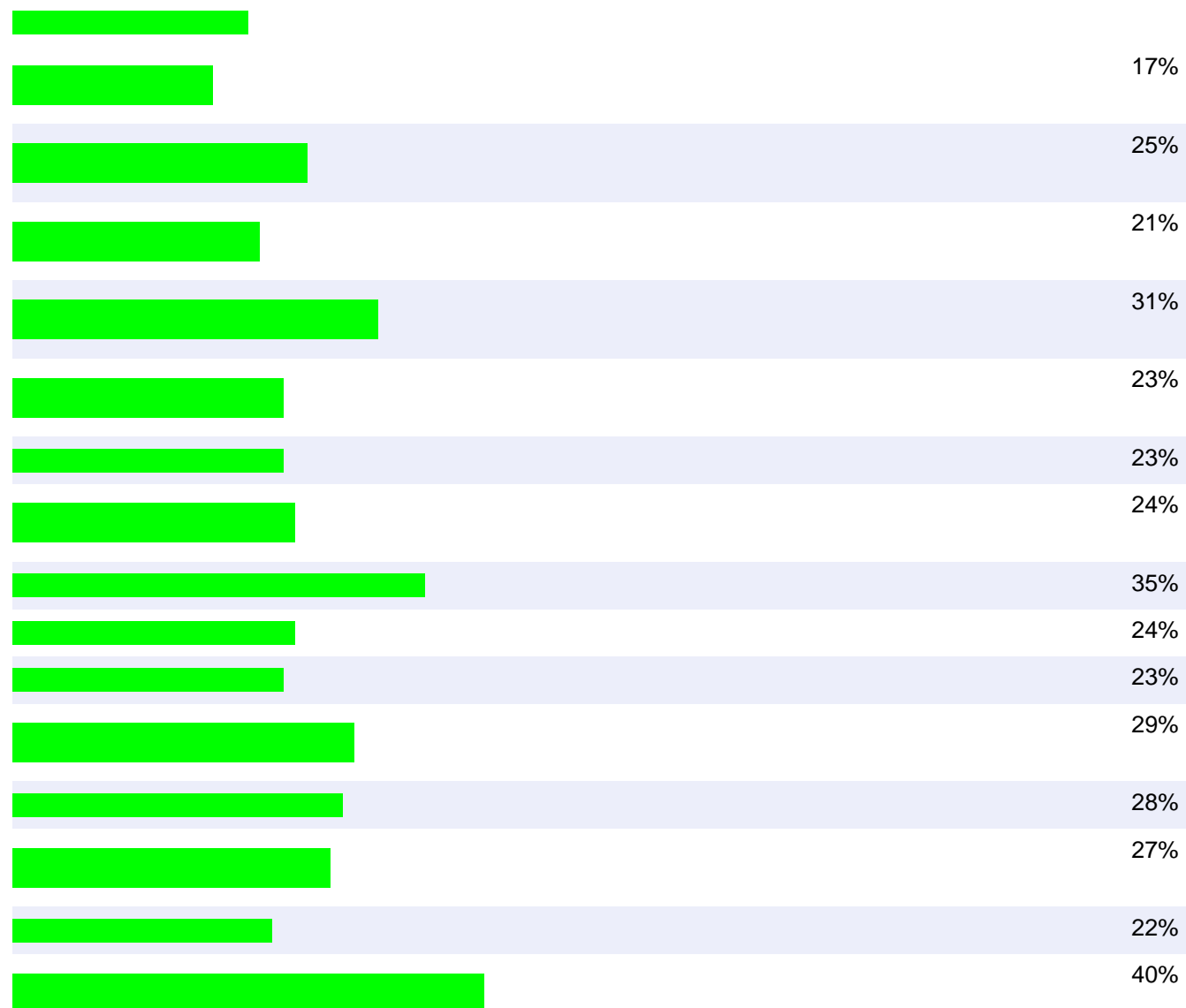
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

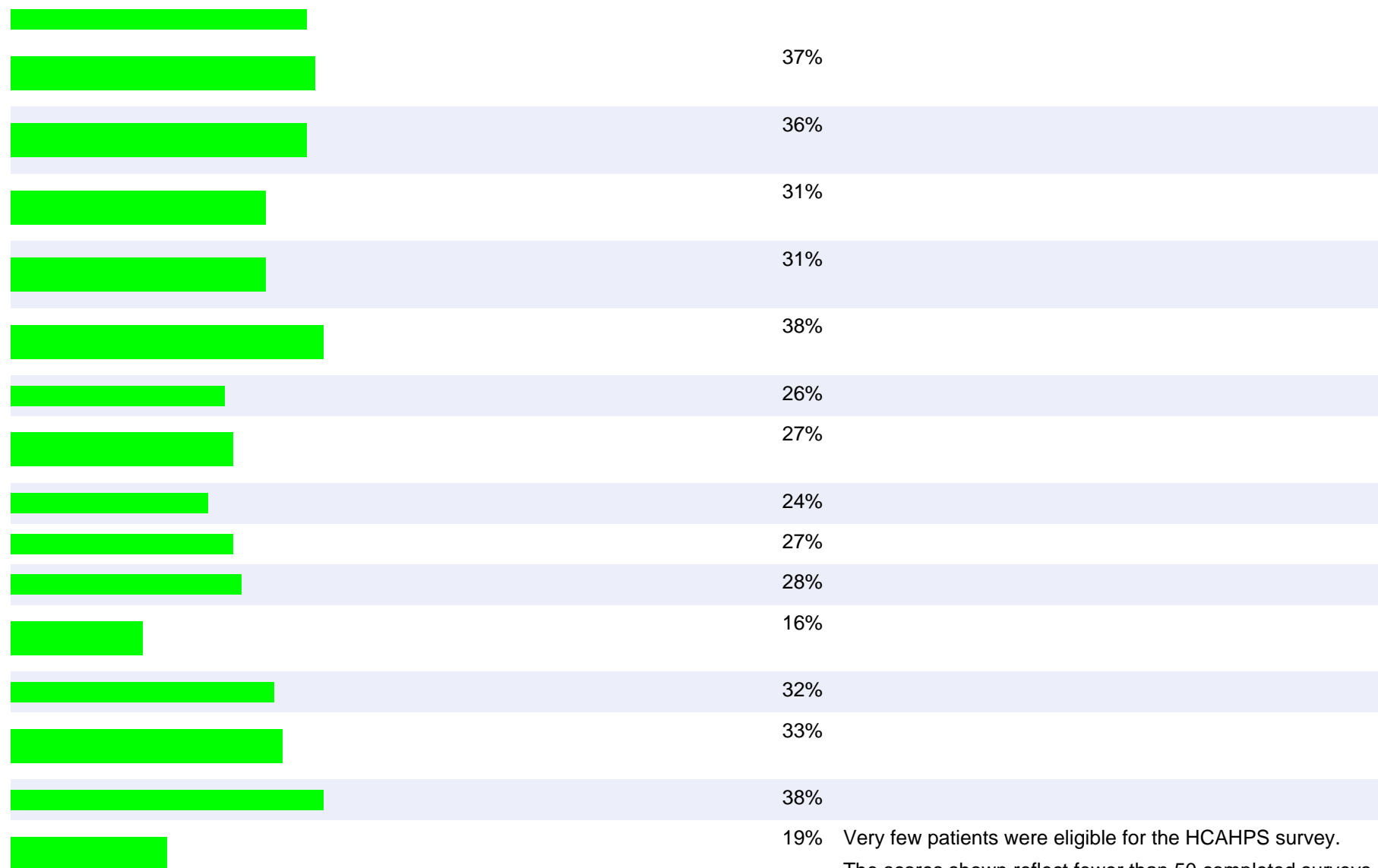
300 or more

300 or more

Fewer than 100

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|        |   |                            |
|--------|---|----------------------------|
| 050099 | SAN ANTONIO COMMUNITY HOSPITAL                        | 999 SAN BERNARDINO RD      |
| 050100 | SHARP MEMORIAL HOSPITAL                               | 7901 FROST ST              |
| 050101 | SUTTER SOLANO MEDICAL CENTER                          | 300 HOSPITAL DR            |
| 050102 | PARKVIEW COMMUNITY HOSPITAL<br>MEDICAL CENTER         | 3865 JACKSON STREET        |
| 050103 | WHITE MEMORIAL MEDICAL CENTER                         | 1720 E CESAR AVENUE        |
| 050104 | SAINT FRANCIS MEDICAL CENTER                          | 3630 EAST IMPERIAL HIGHWAY |
| 050107 | MARIAN REGIONAL MEDICAL CENTER                        | 1400 E CHURCH ST           |
| 050108 | SUTTER GENERAL HOSPITAL                               | 2801 L STREET              |
| 050110 | LOMPOC VALLEY MEDICAL CENTER                          | 1515 E OCEAN AVENUE        |
| 050111 | TEMPLE COMMUNITY HOSPITAL                             | 235 N HOOVER ST            |
| 050112 | SANTA MONICA - UCLA MED CTR &<br>ORTHOPAEDIC HOSPITAL | 1250 16TH STREET           |
| 050113 | SAN MATEO MEDICAL CENTER                              | 222 W 39TH AVE             |
| 050115 | PALOMAR HEALTH DOWNTOWN CAMPUS                        | 555 E VALLEY PARKWAY       |
| 050116 | NORTHRIDGE HOSPITAL MEDICAL CENTER                    | 18300 ROSCOE BLVD          |
| 050118 | DOCTORS HOSPITAL OF MANTECA                           | 1205 E NORTH ST            |
| 050121 | ADVENTIST MEDICAL CENTER                              | 115 MALL DRIVE             |
| 050122 | DAMERON HOSPITAL                                      | 525 WEST ACACIA STREET     |
| 050124 | VERDUGO HILLS HOSPITAL                                | 1812 VERDUGO BLVD          |
| 050125 | REGIONAL MEDICAL CENTER OF SAN JOSE                   | 225 N JACKSON AVENUE       |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|  |              |    |
|--|--------------|----|
|  | UPLAND       | CA |
|  | SAN DIEGO    | CA |
|  | VALLEJO      | CA |
|  | RIVERSIDE    | CA |
|  | LOS ANGELES  | CA |
|  | LYNWOOD      | CA |
|  | SANTA MARIA  | CA |
|  | SACRAMENTO   | CA |
|  | LOMPOC       | CA |
|  | LOS ANGELES  | CA |
|  | SANTA MONICA | CA |
|  | SAN MATEO    | CA |
|  | ESCONDIDO    | CA |
|  | NORTHRIDGE   | CA |
|  | MANTECA      | CA |
|  | HANFORD      | CA |
|  | STOCKTON     | CA |
|  | GLENDALE     | CA |
|  | SAN JOSE     | CA |



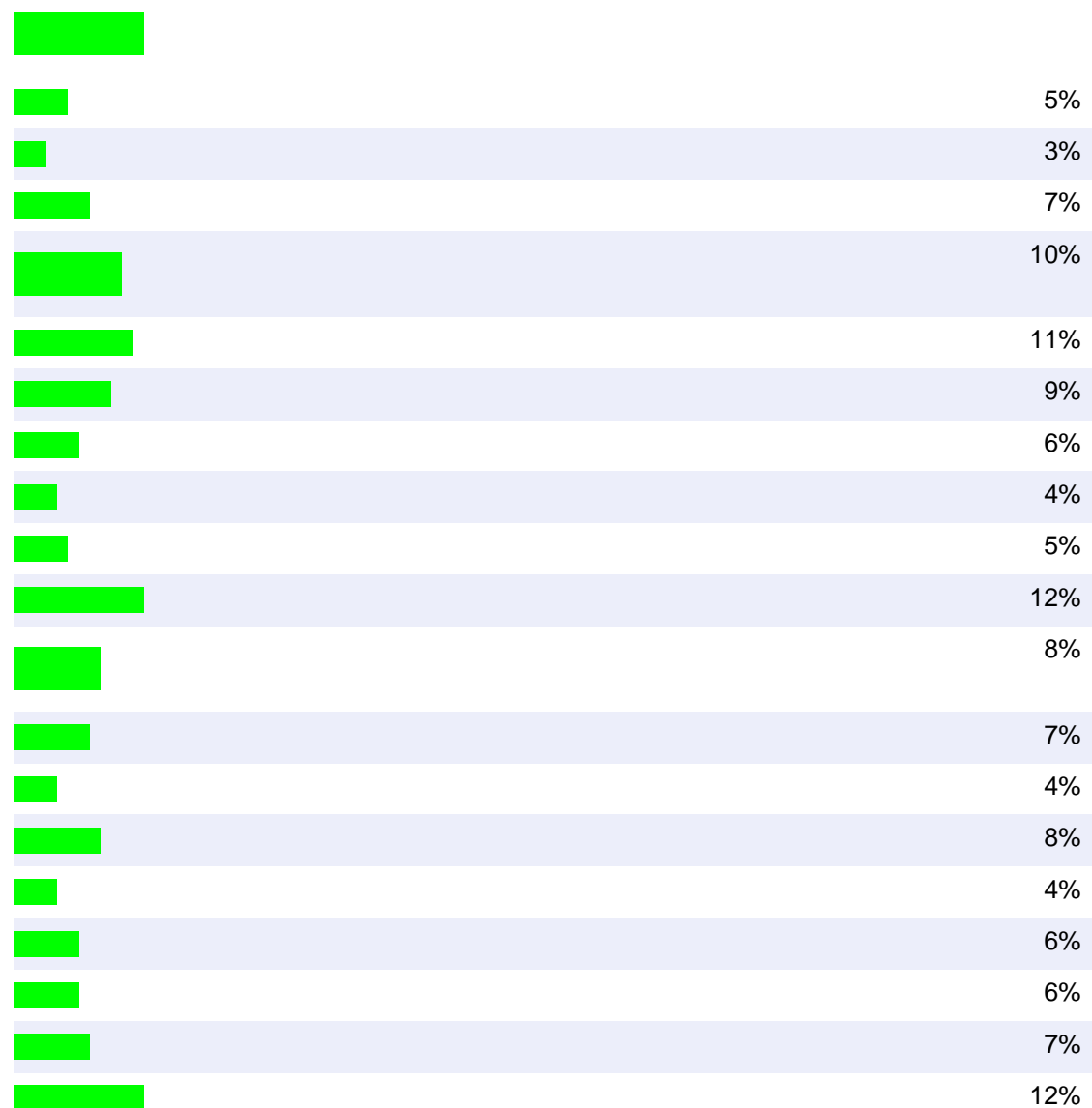
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|       |                |            |
|-------|----------------|------------|
| 91786 | SAN BERNARDINO | 7149852811 |
| 92123 | SAN DIEGO      | 8589393400 |
| 94589 | SOLANO         | 7075545280 |
| 92503 | RIVERSIDE      | 9516882211 |
| 90033 | LOS ANGELES    | 3232685000 |
| 90262 | LOS ANGELES    | 3109008900 |
| 93454 | SANTA BARBARA  | 8057393000 |
| 95816 | SACRAMENTO     | 9167338999 |
| 93436 | SANTA BARBARA  | 8057373300 |
| 90004 | LOS ANGELES    | 2133827252 |
| 90404 | LOS ANGELES    | 3103194000 |
| 94403 | SAN MATEO      | 6505732222 |
| 92025 | SAN DIEGO      | 7607393000 |
| 91325 | LOS ANGELES    | 8188858500 |
| 95336 | SAN JOAQUIN    | 2098233111 |
| 93230 | KINGS          | 5595829000 |
| 95203 | SAN JOAQUIN    | 2099445550 |
| 91209 | LOS ANGELES    | 8187907100 |
| 95116 | SANTA CLARA    | 4082595000 |

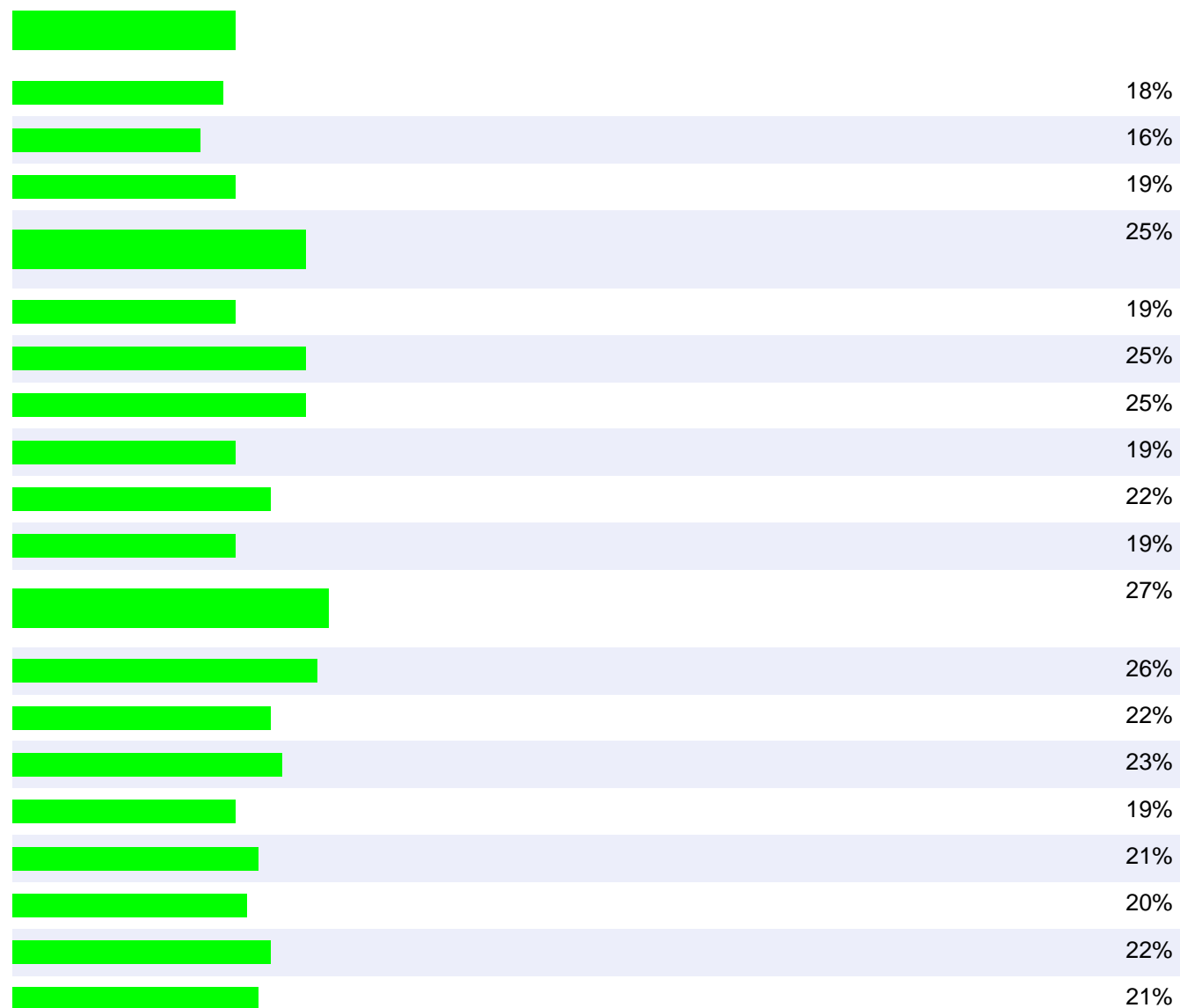
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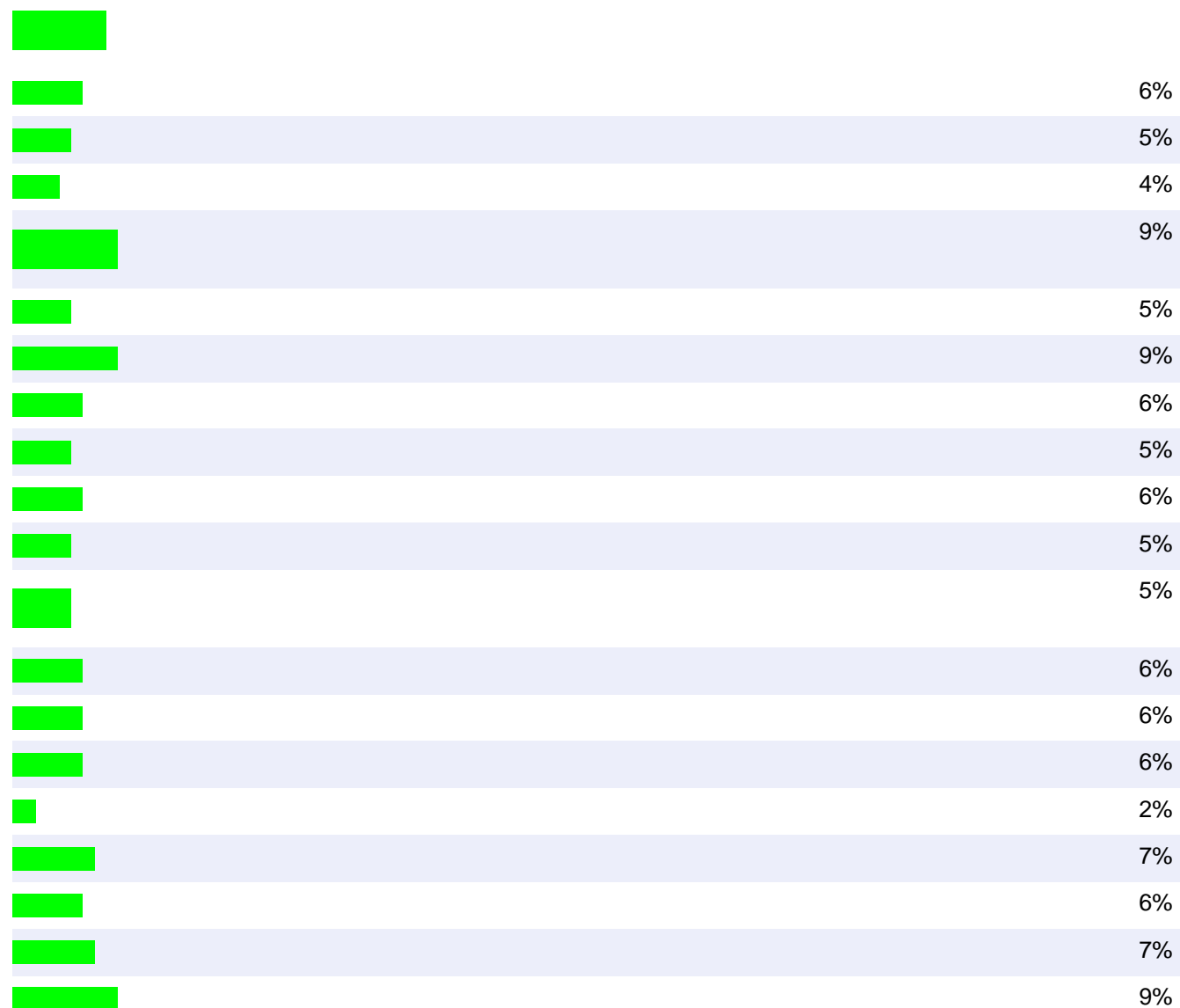
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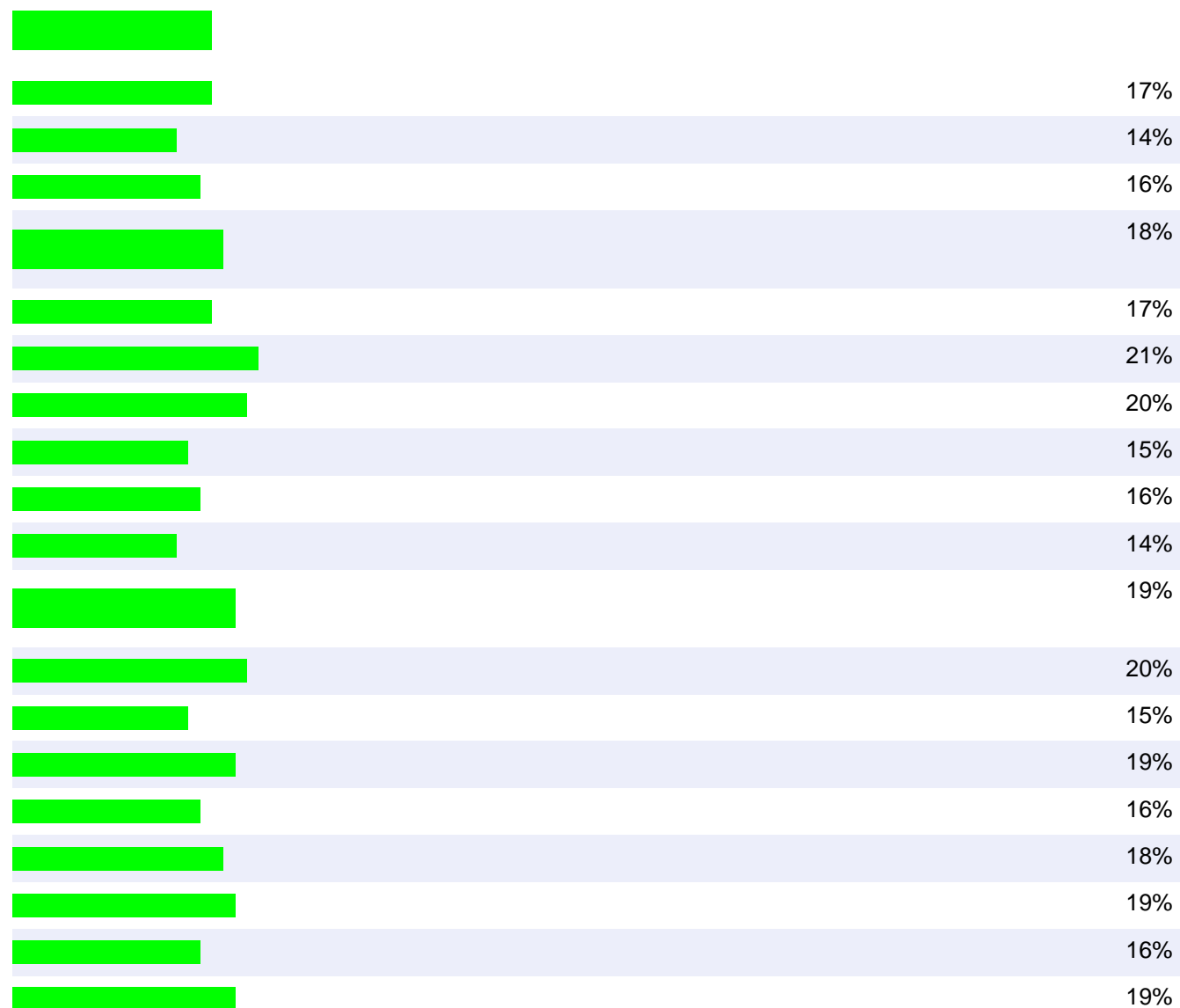
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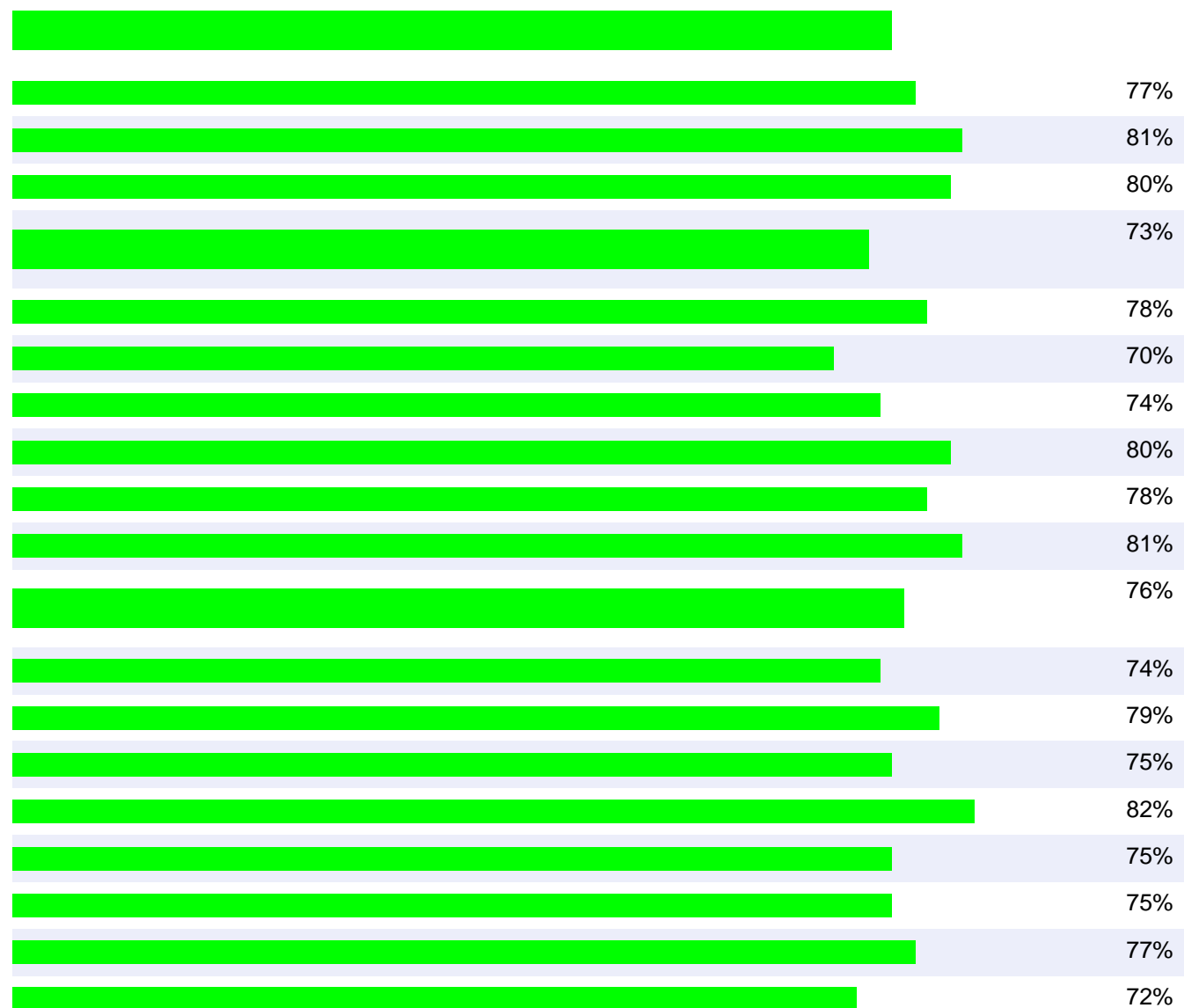
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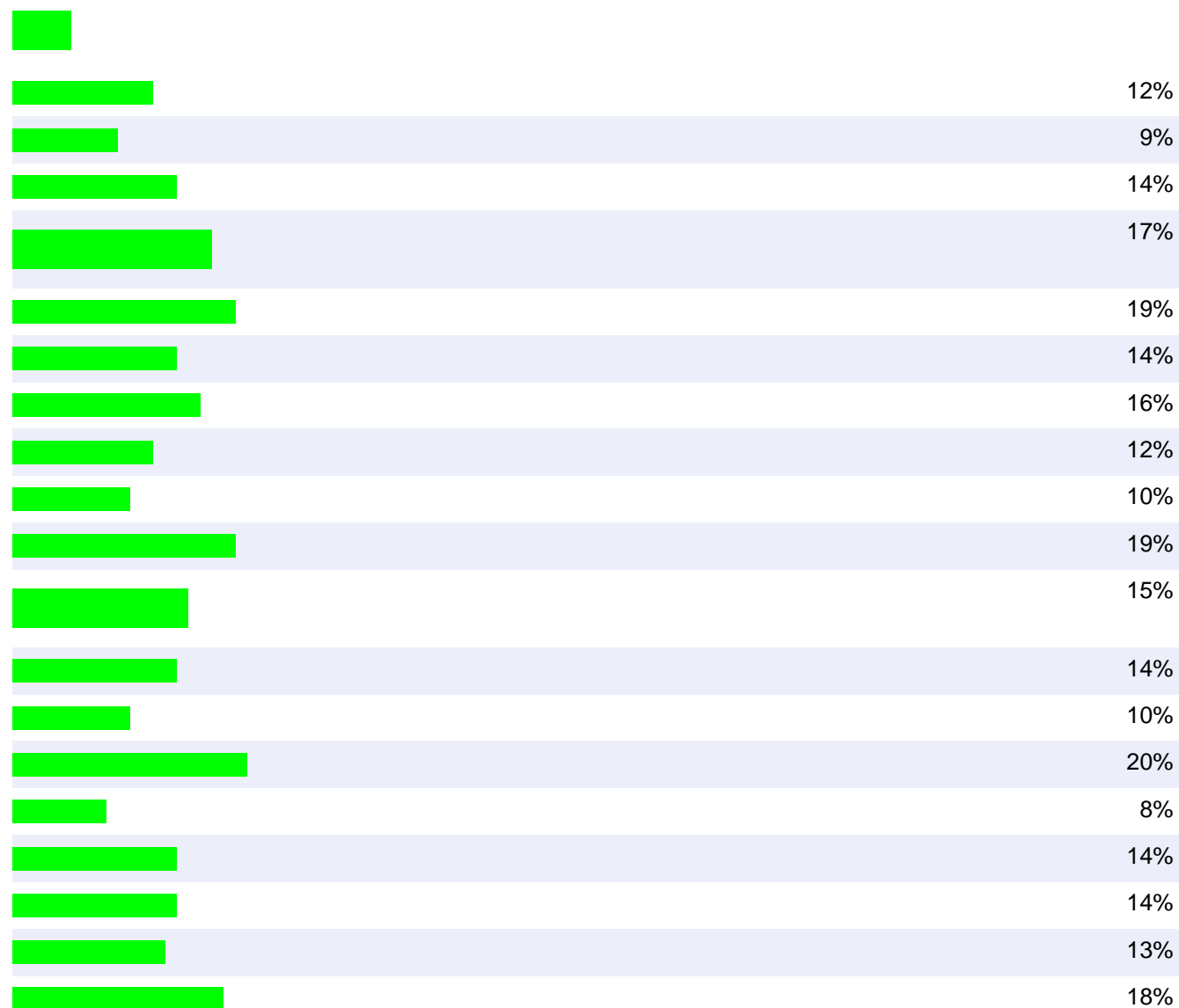
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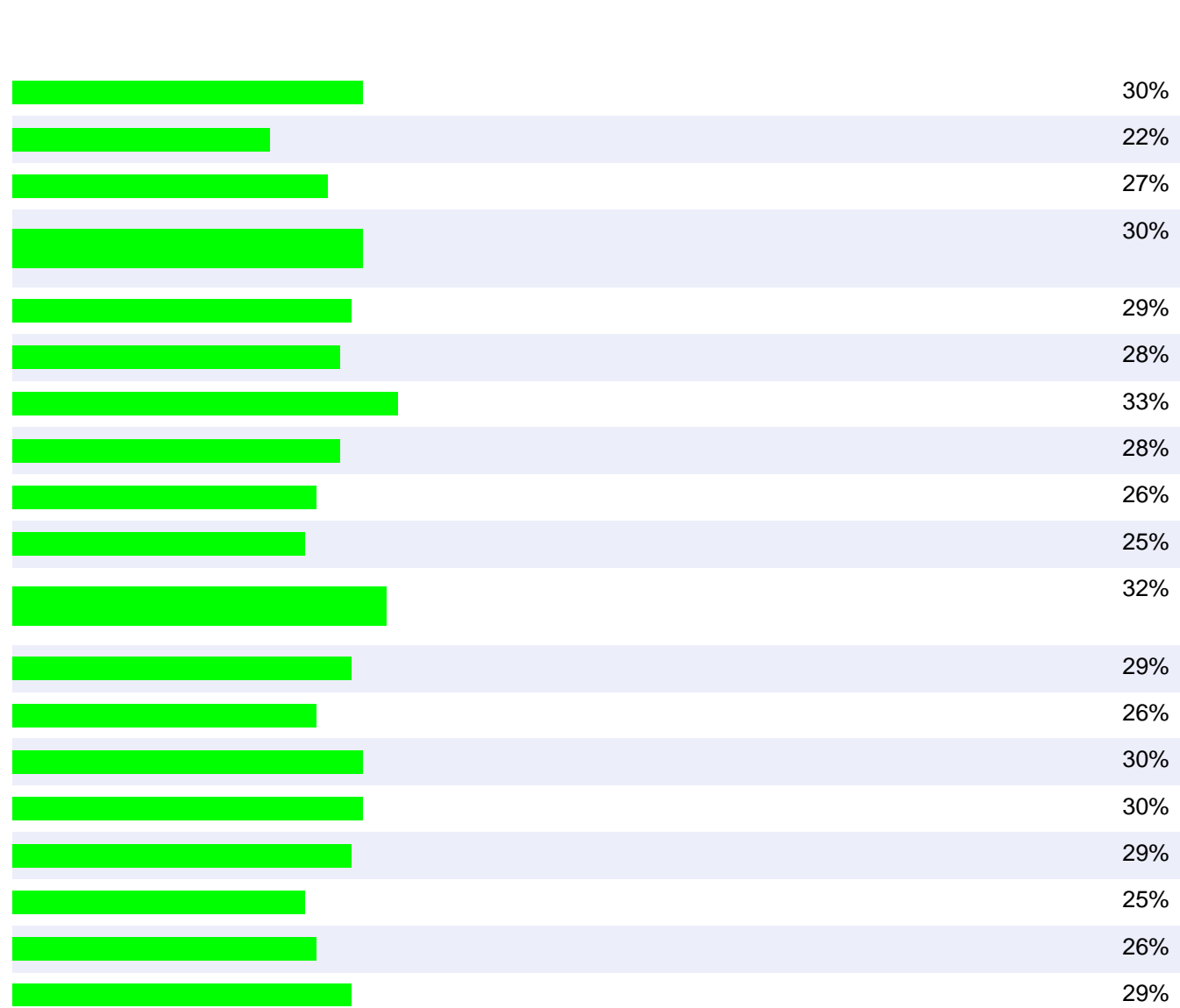
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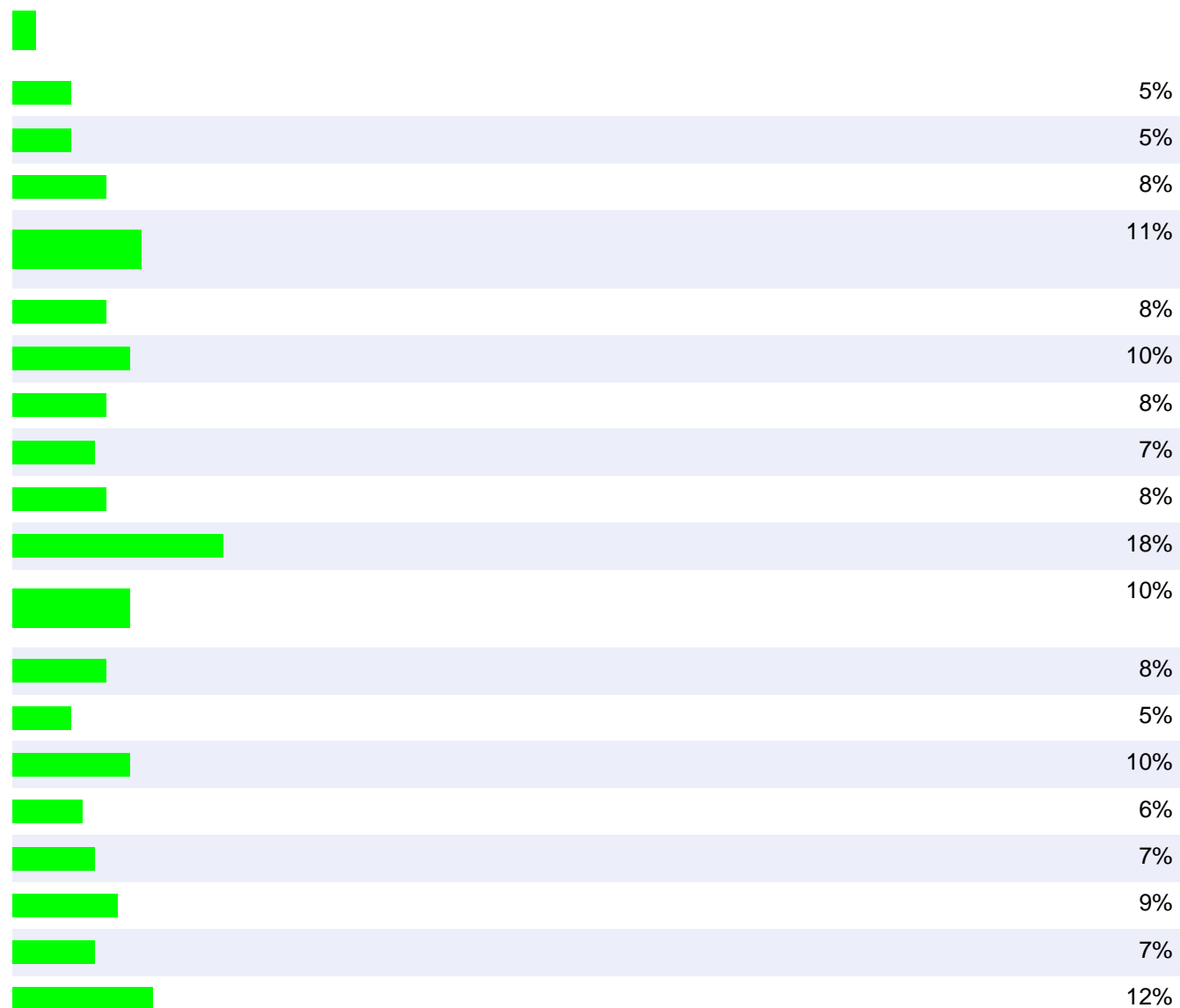
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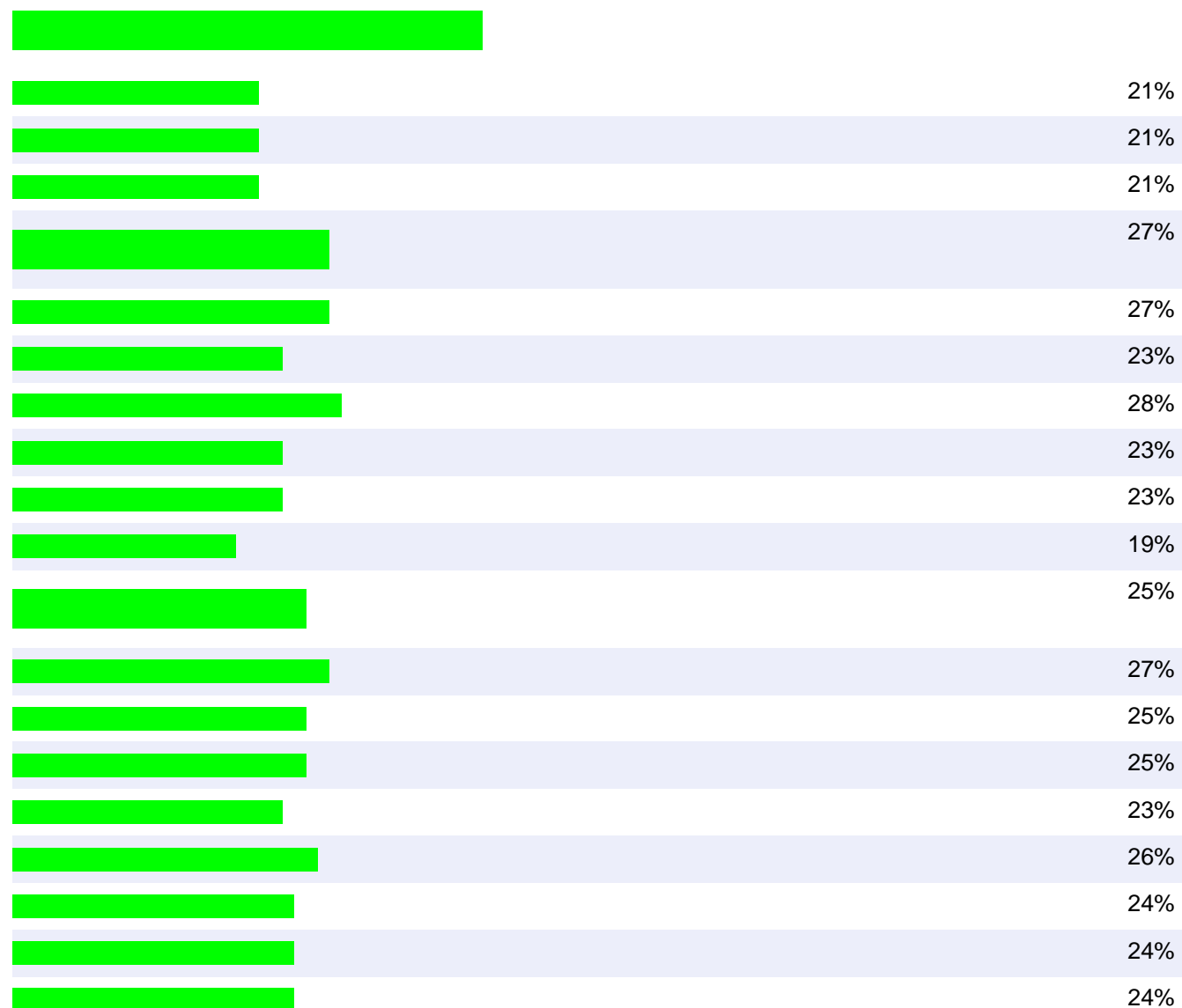
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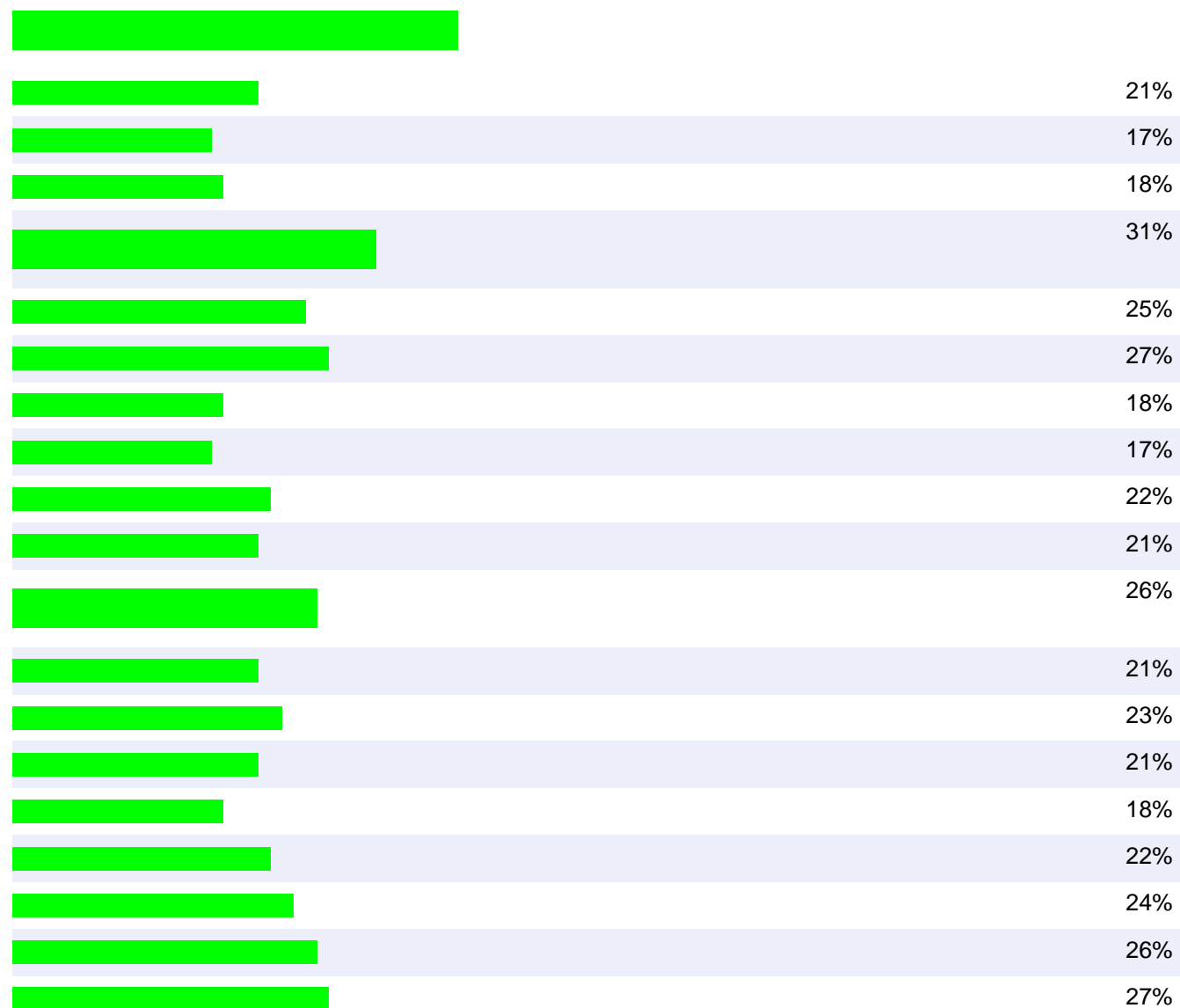
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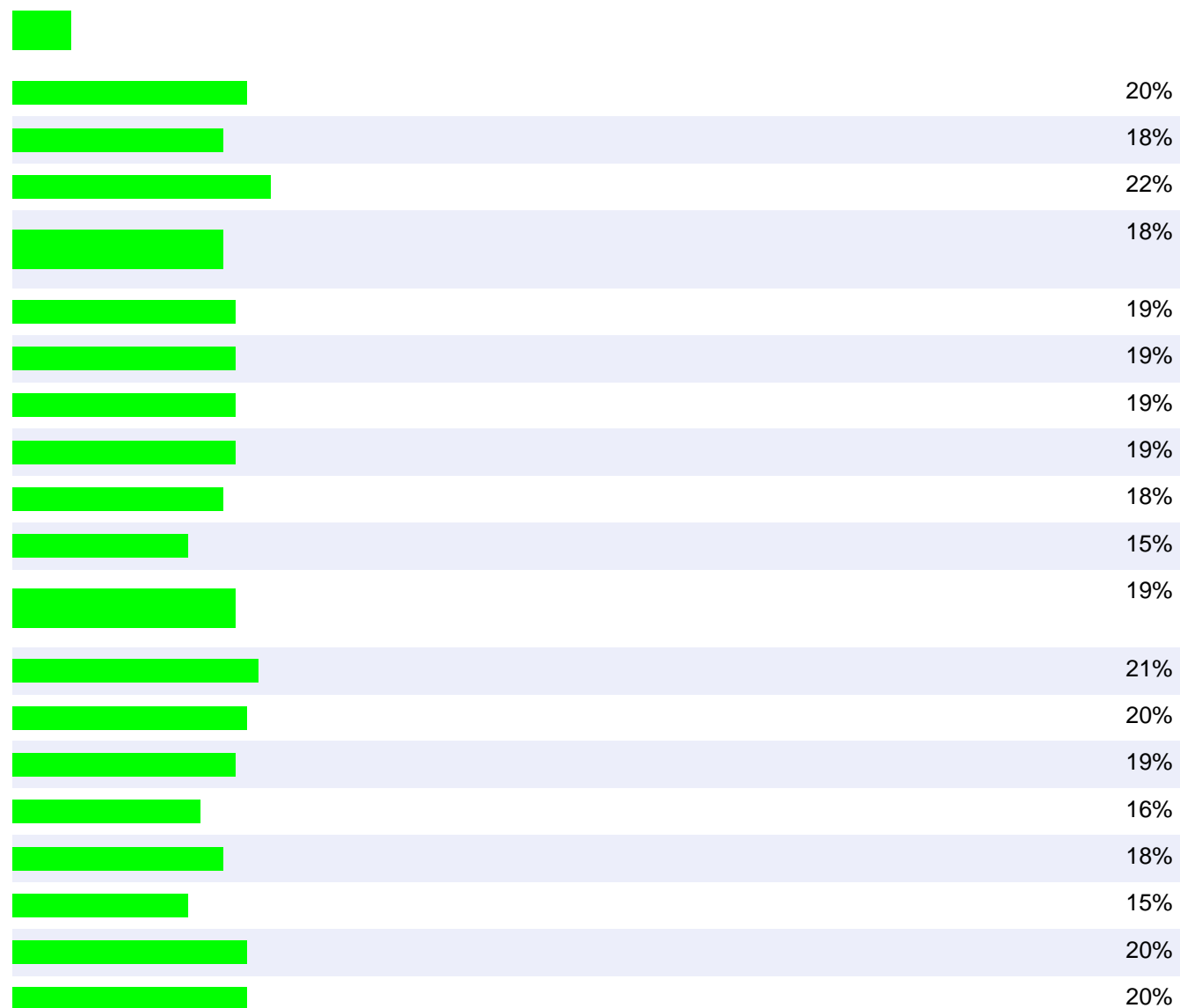
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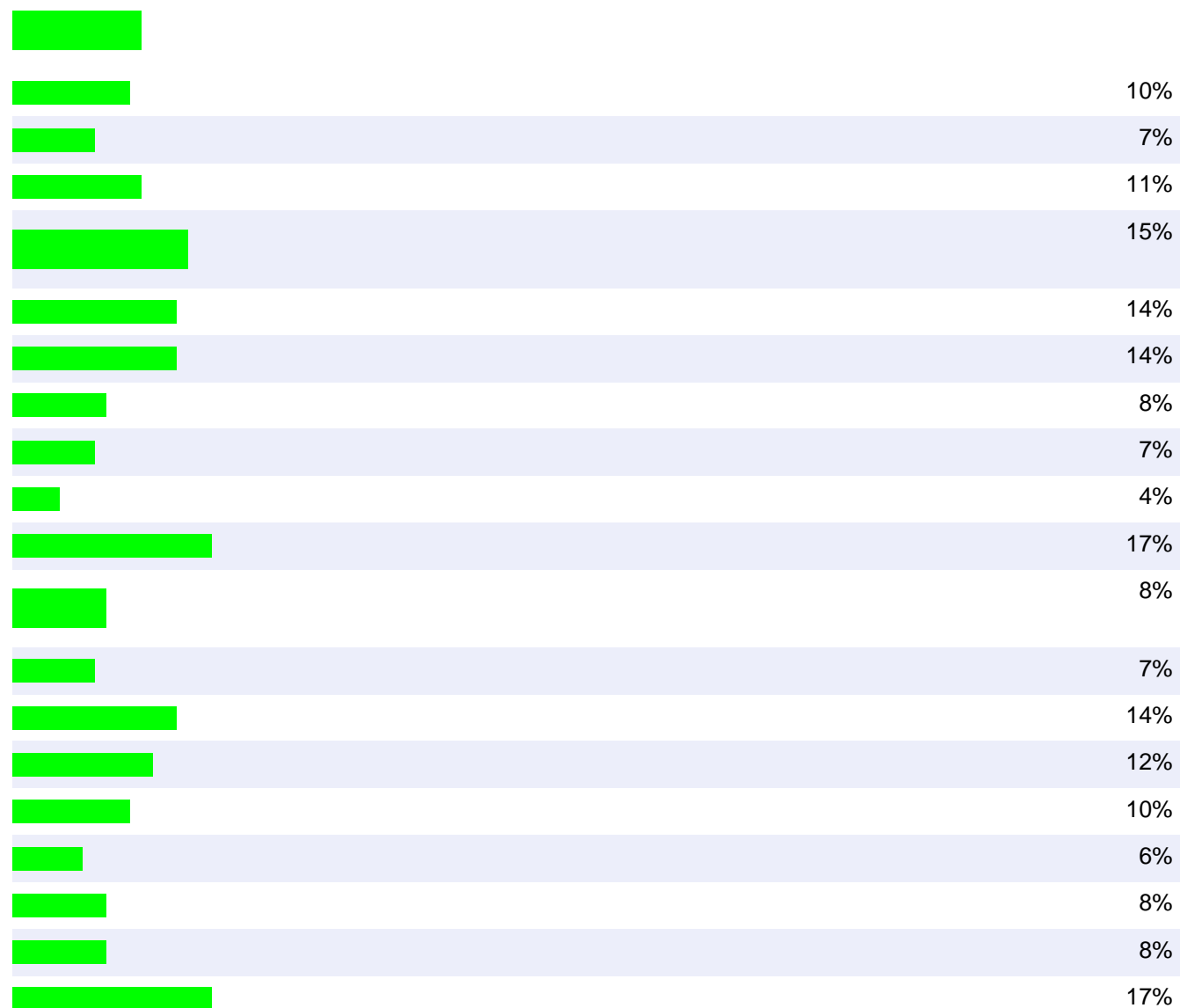
Based on Survey of Patients' Hospital Experiences (HCAHPS)





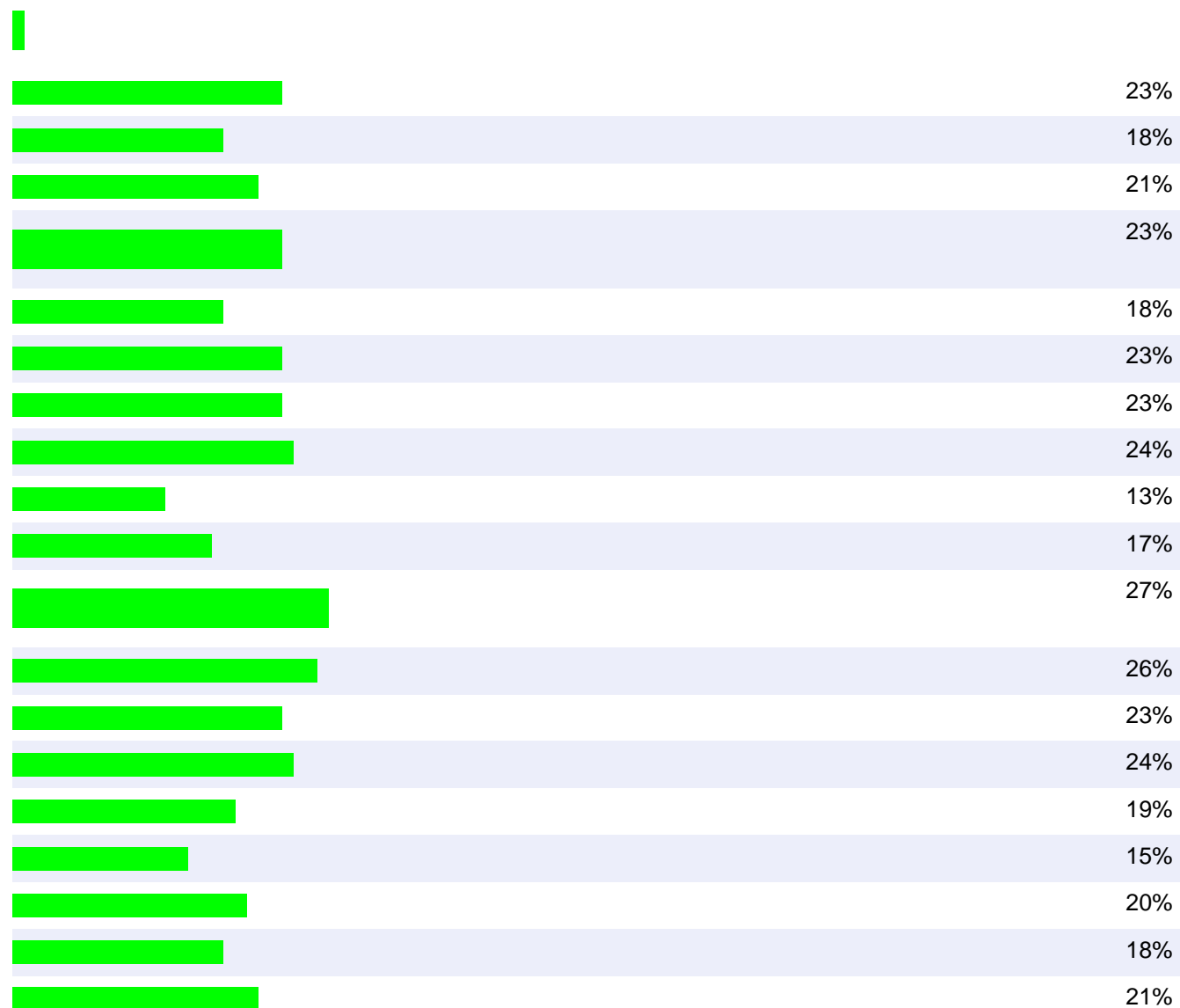
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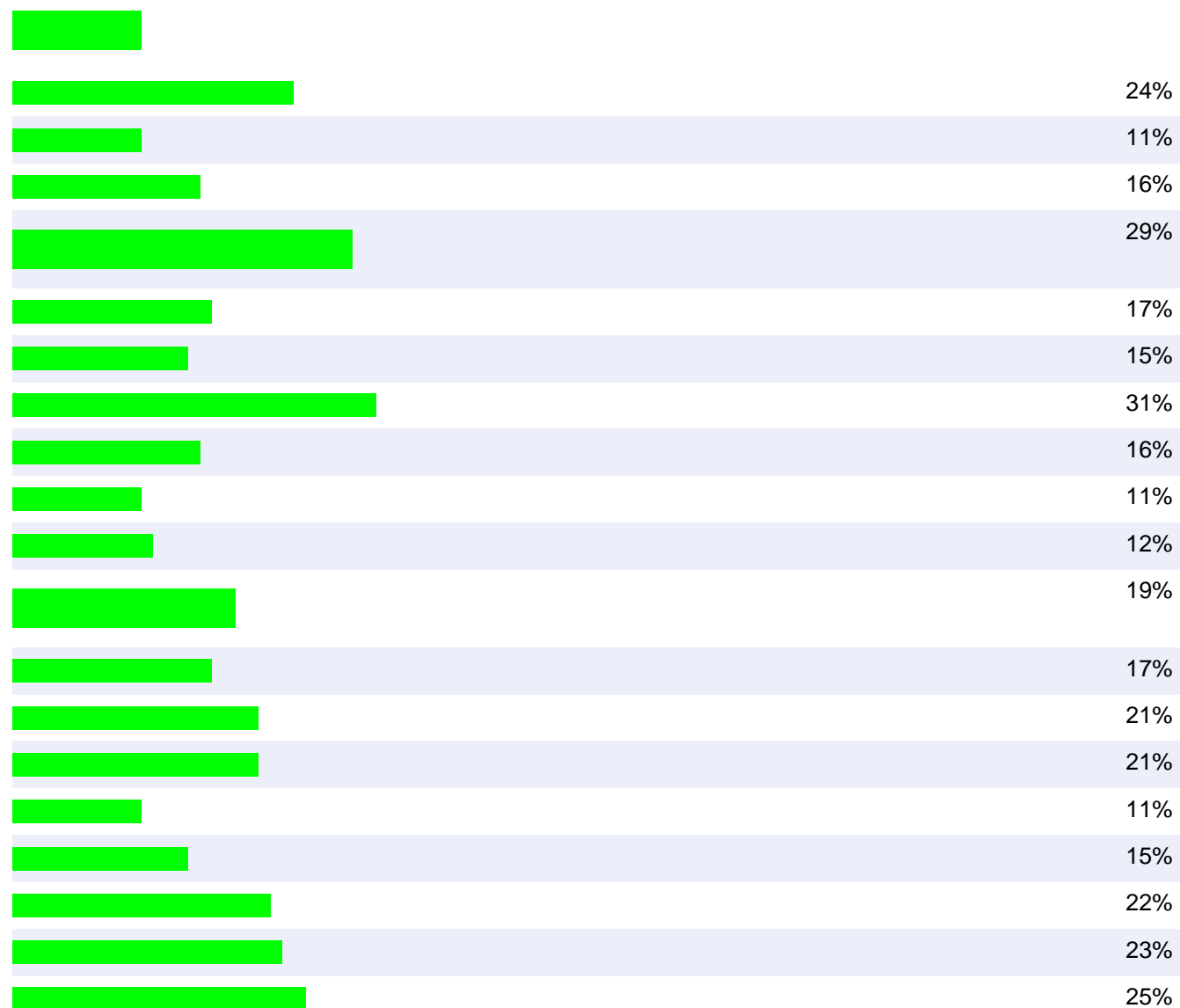
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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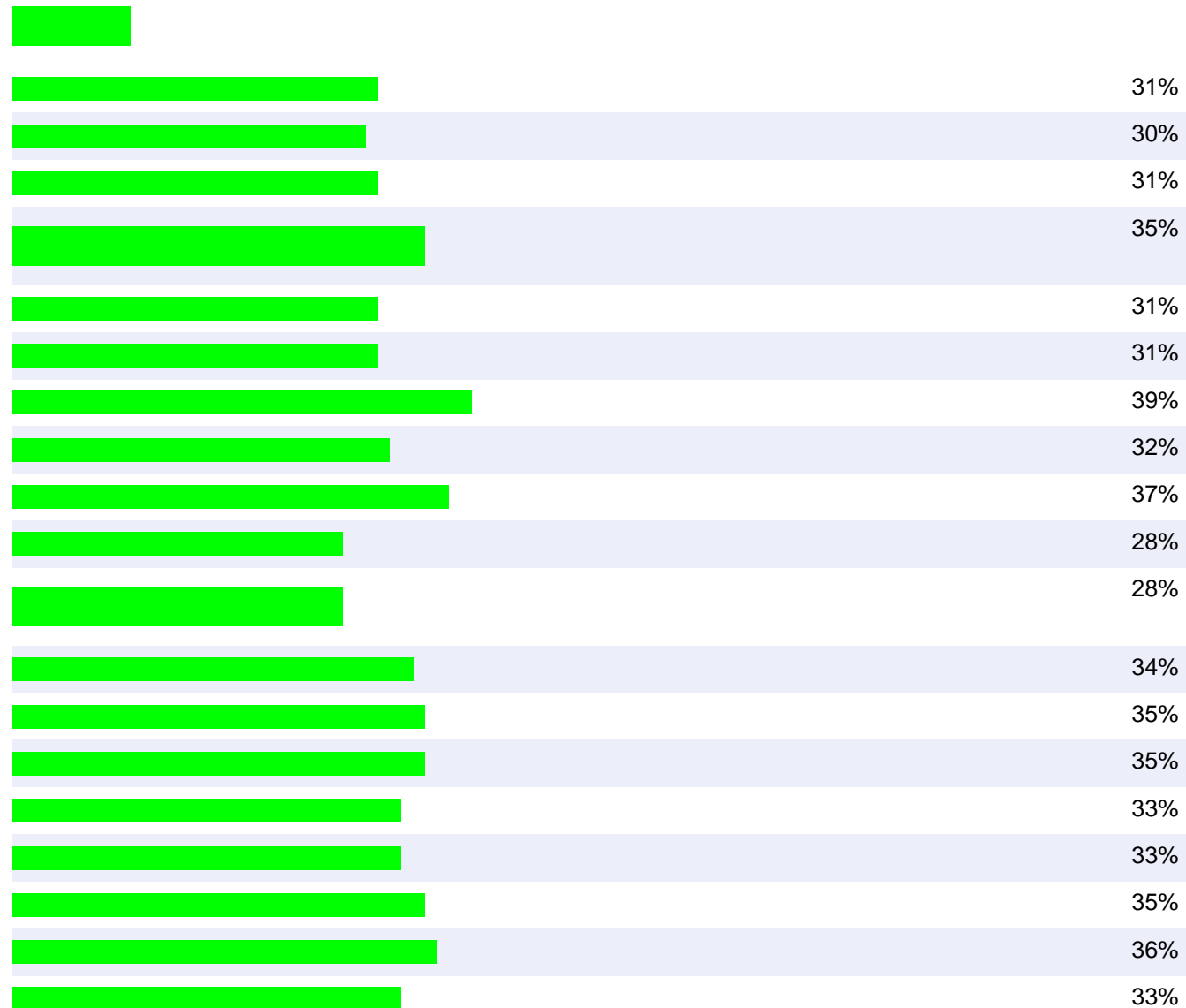
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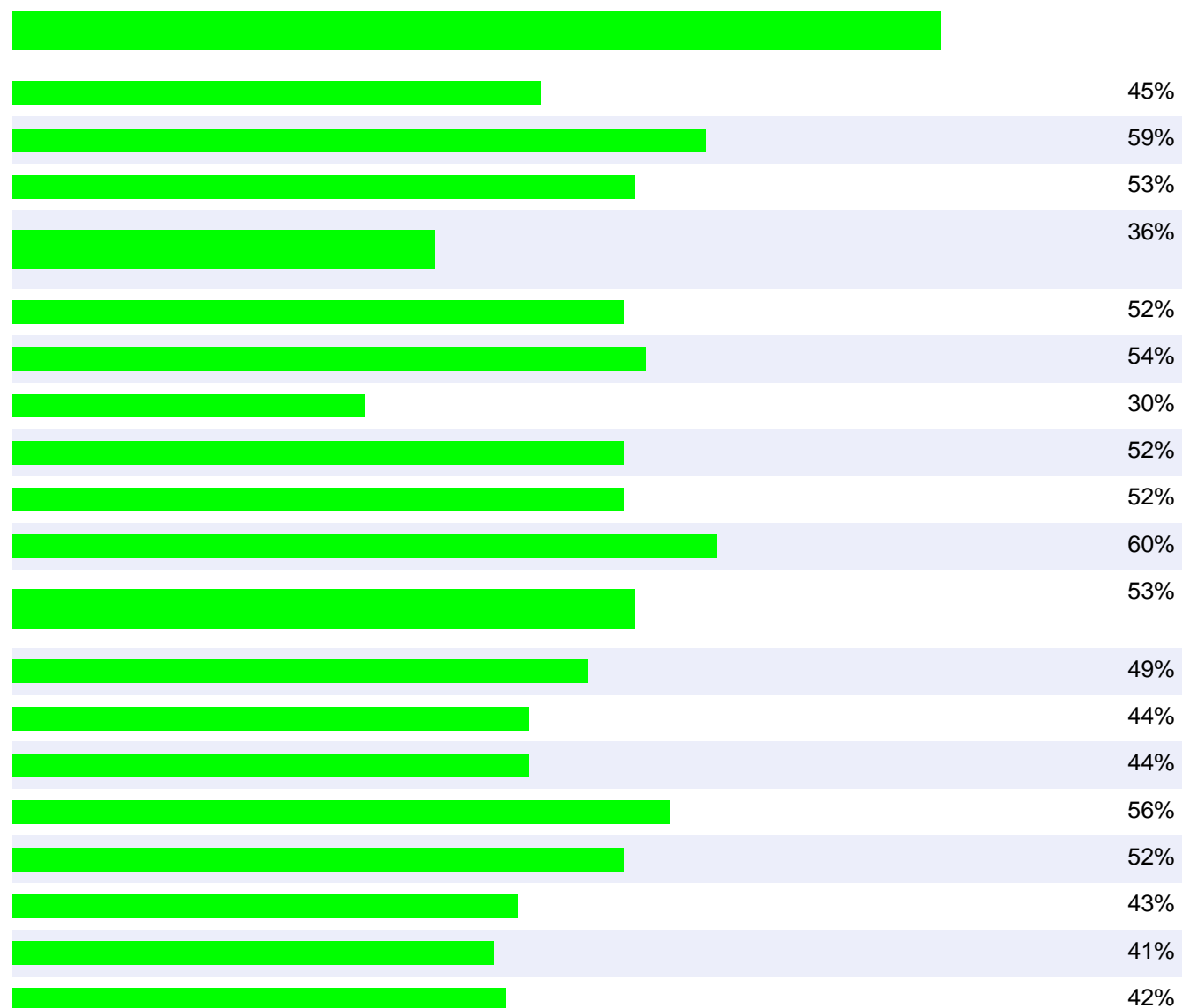
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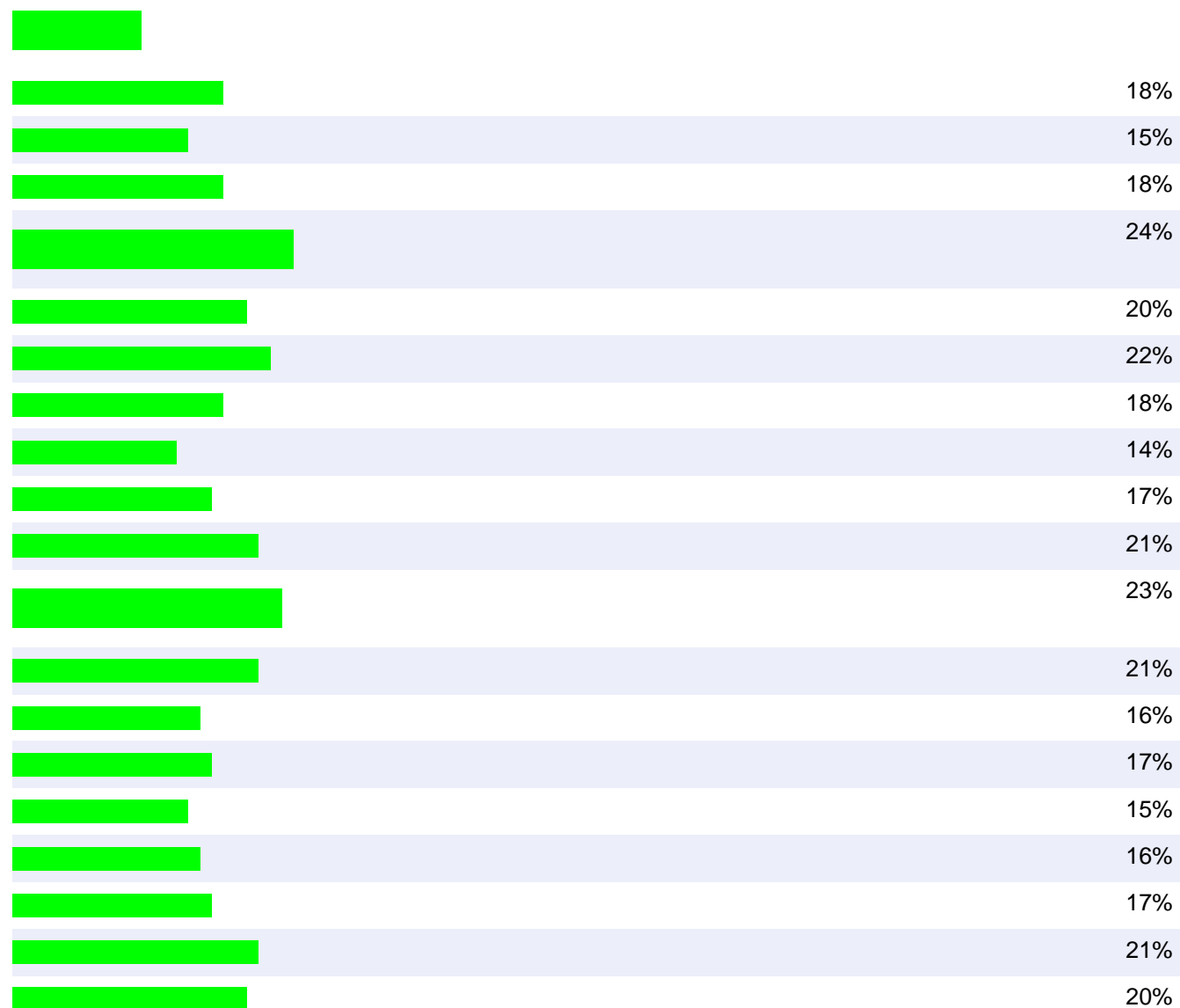
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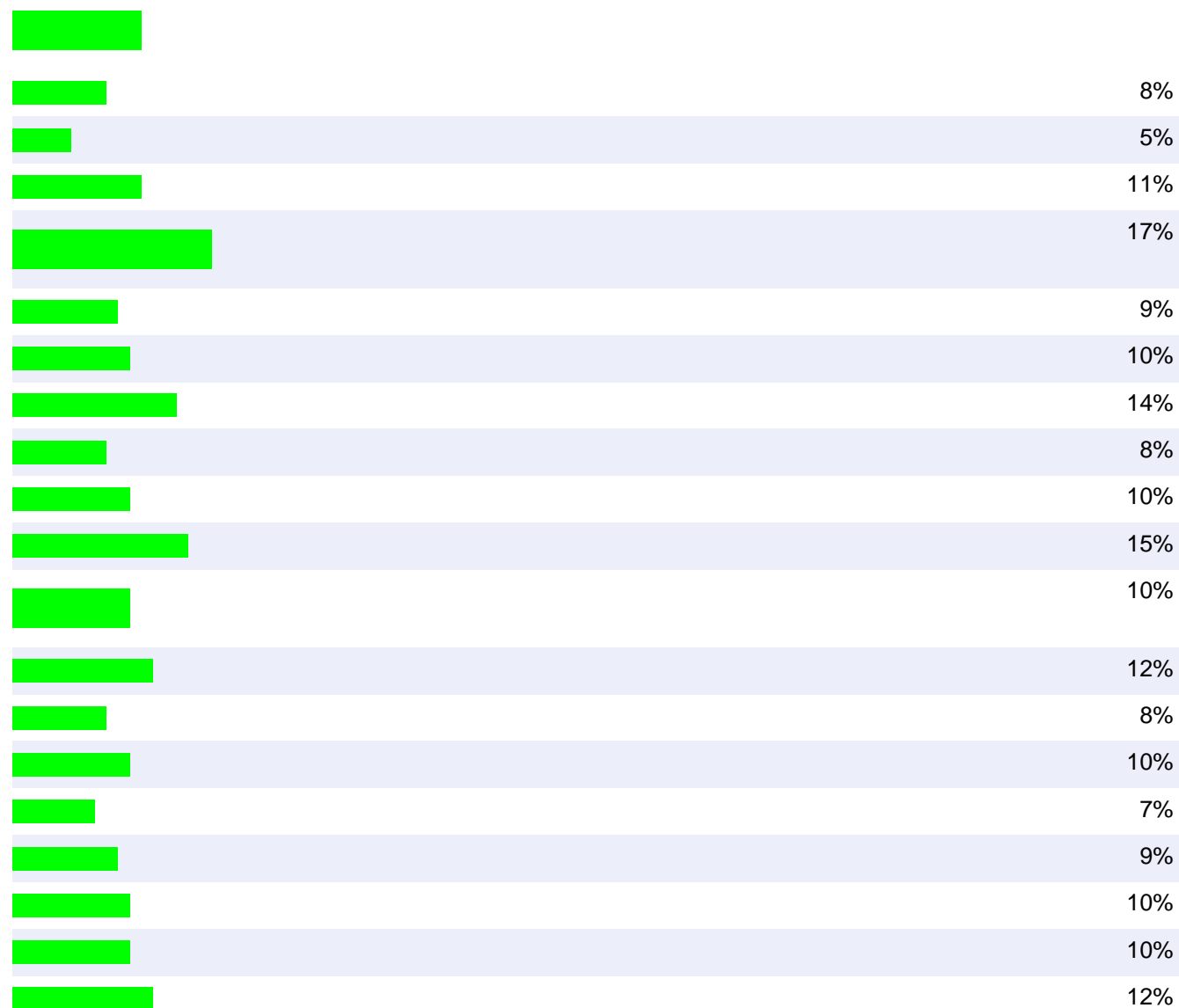
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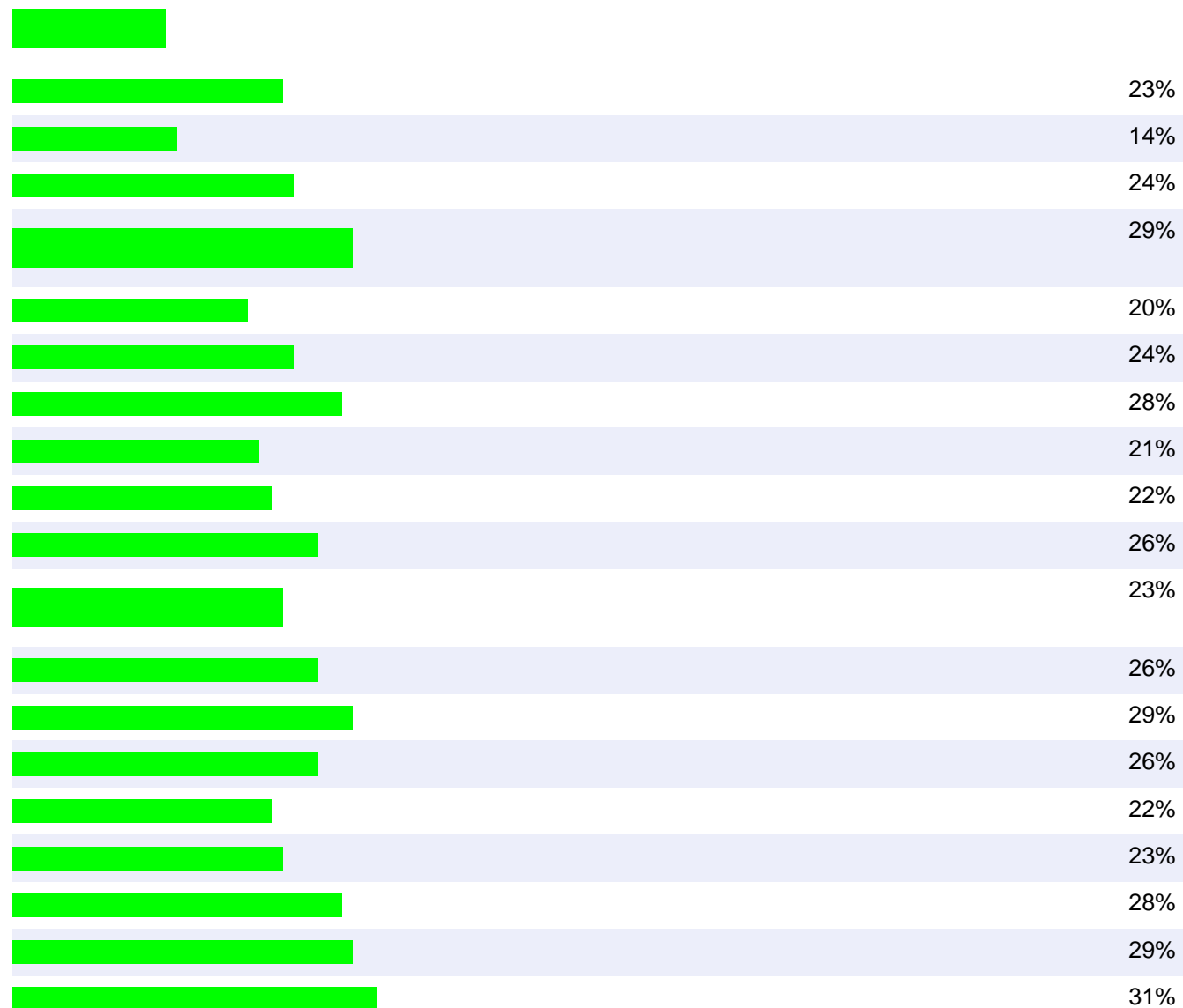
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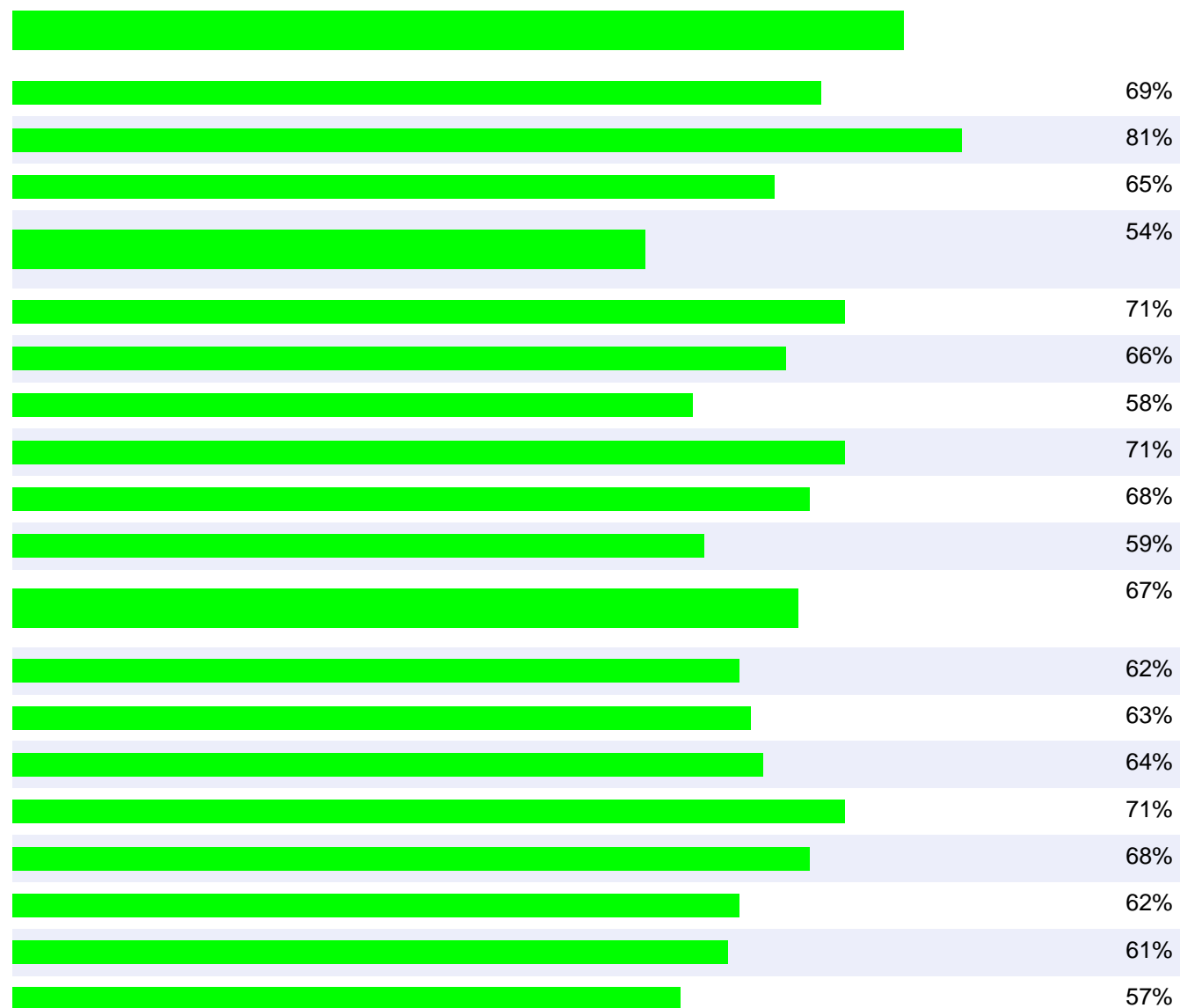
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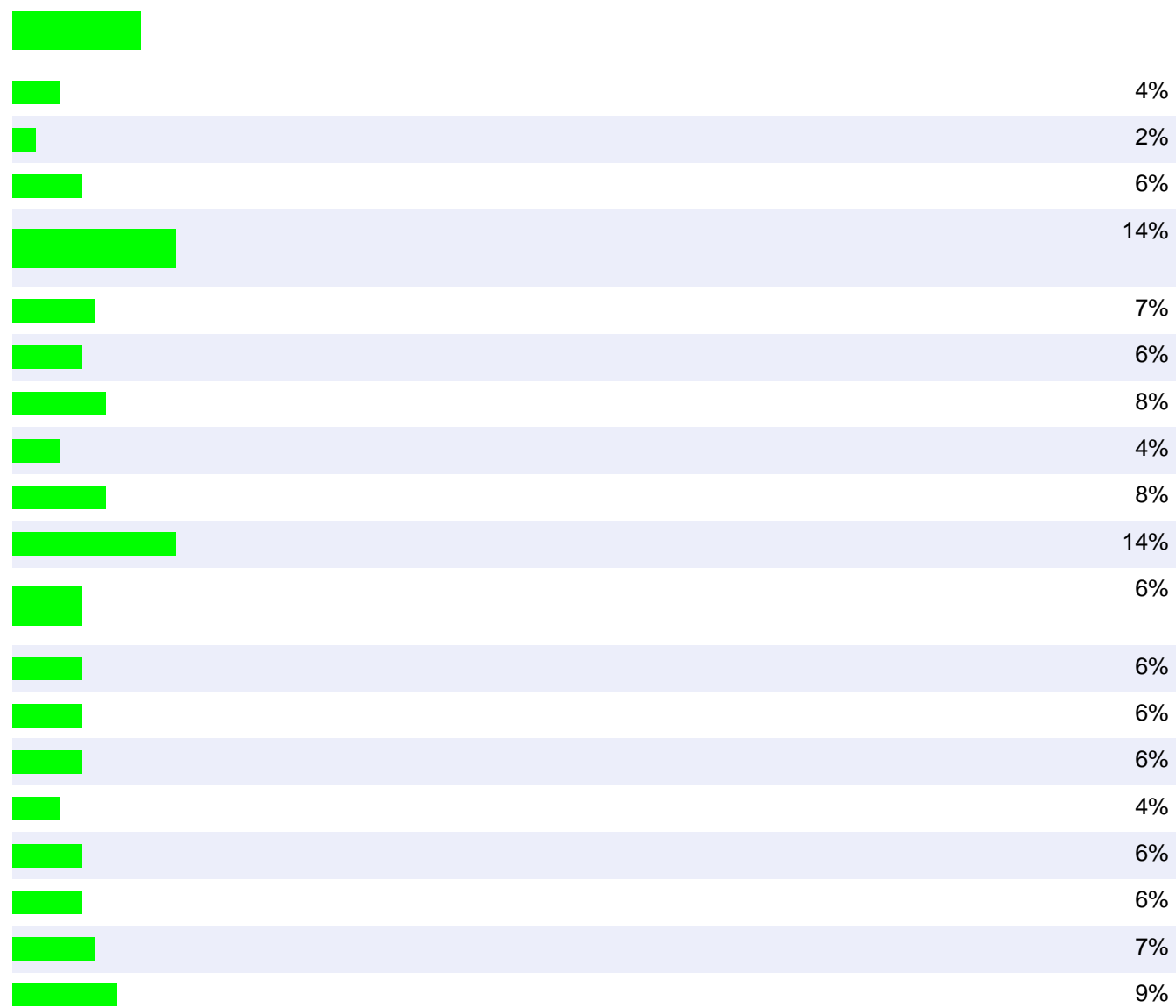
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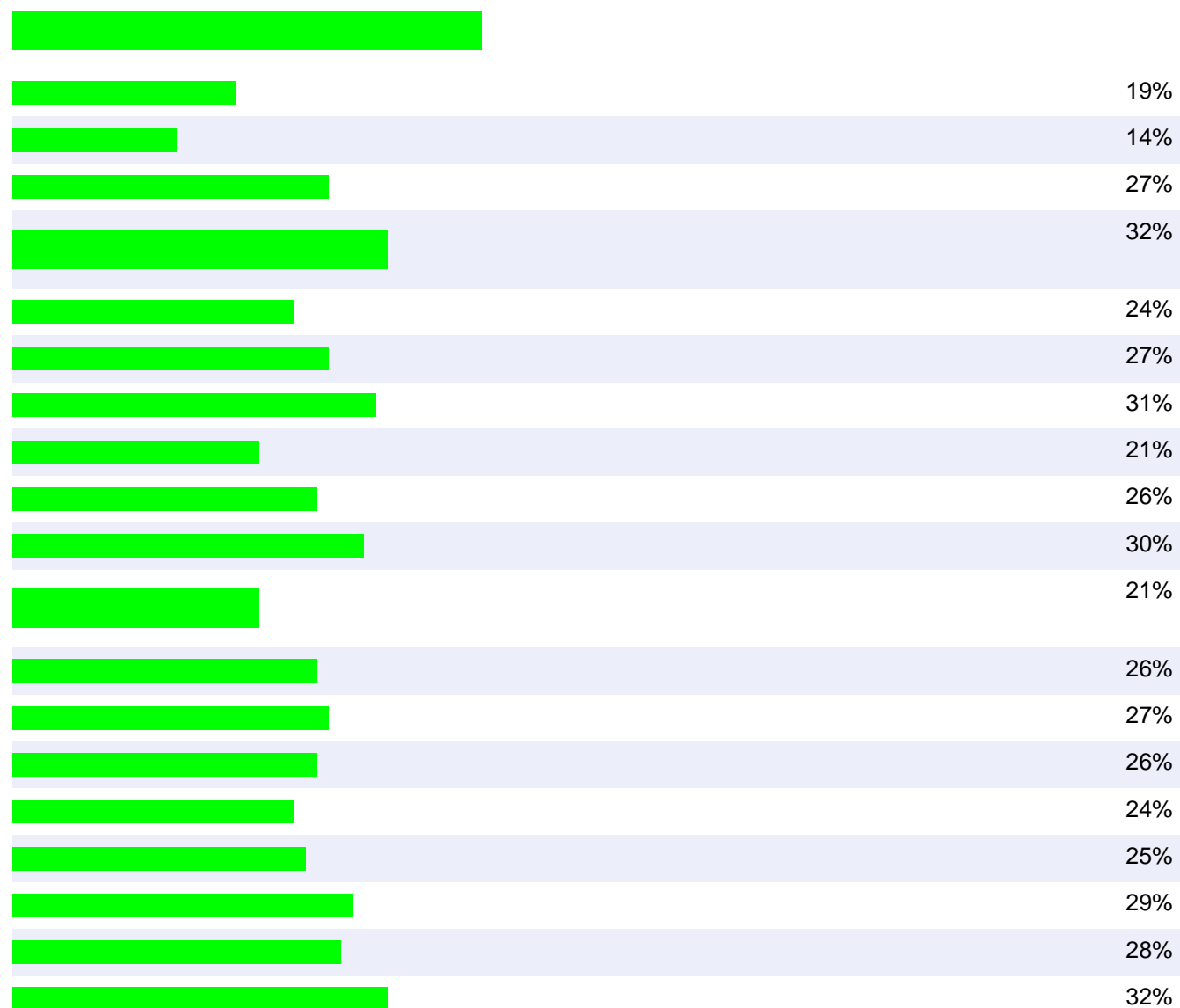
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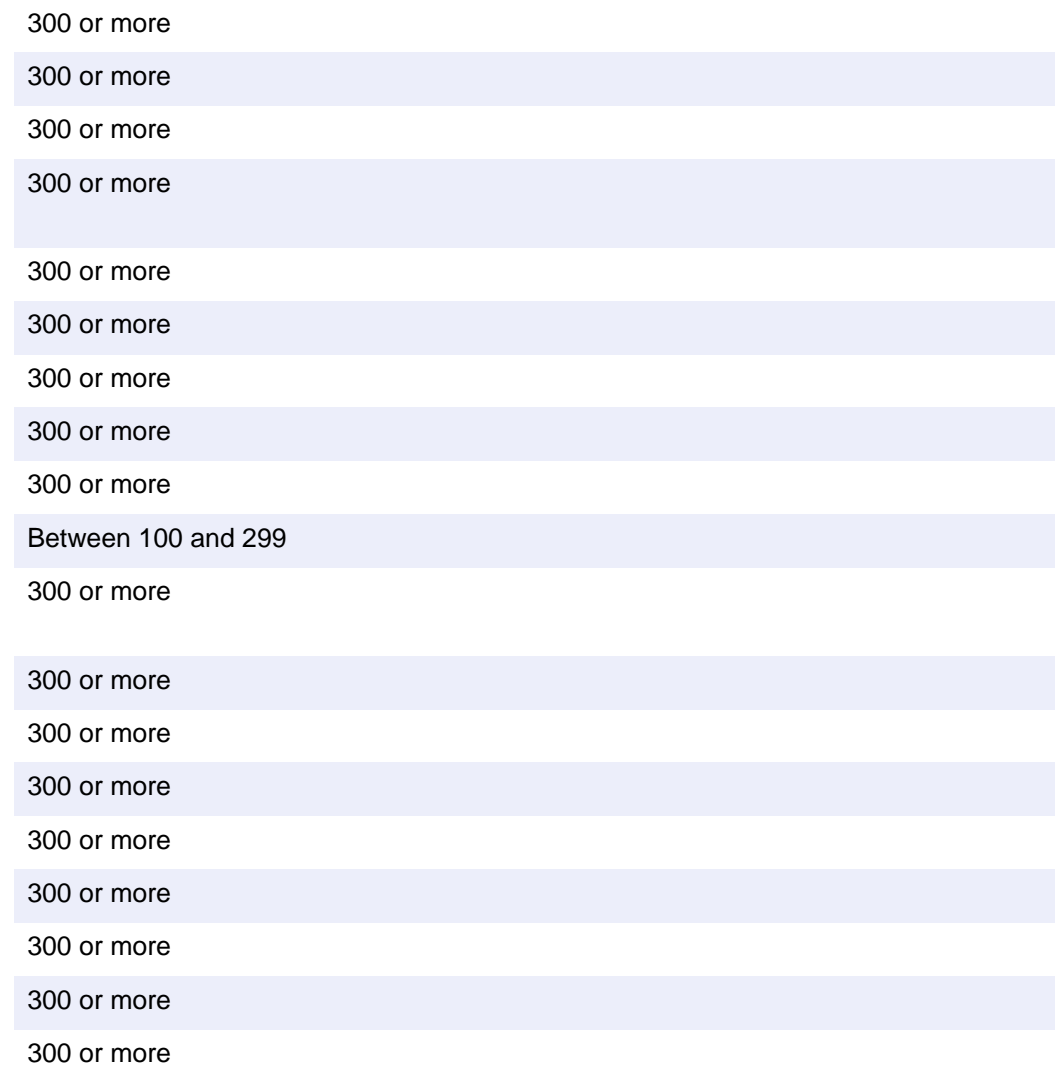
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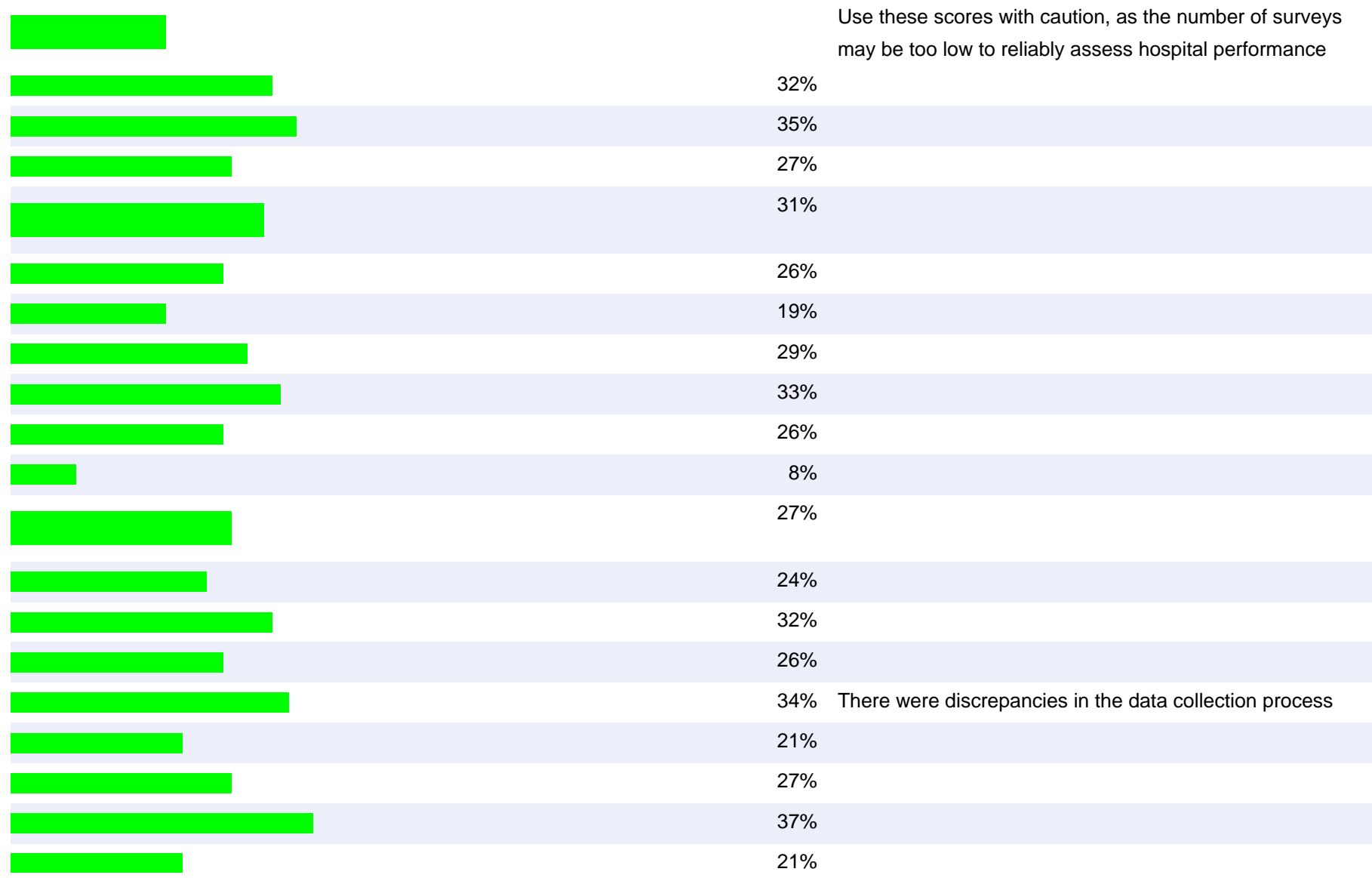
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|        |  |                          |
|--------|--|--------------------------|
| 050126 | VALLEY PRESBYTERIAN HOSPITAL                 | 15107 VANOWEN ST         |
| 050127 | WOODLAND MEMORIAL HOSPITAL                   | 1325 COTTONWOOD STREET   |
| 050128 | TRI-CITY MEDICAL CENTER                      | 4002 VISTA WAY           |
| 050129 | ST BERNARDINE MEDICAL CENTER                 | 2101 N WATERMAN AVE      |
| 050131 | NOVATO COMMUNITY HOSPITAL                    | 180 ROWLAND WAY          |
| 050132 | SAN GABRIEL VALLEY MEDICAL CENTER            | 438 W LAS TUNAS DRIVE    |
| 050133 | RIDEOUT MEMORIAL HOSPITAL                    | 726 4TH ST               |
| 050135 | HOLLYWOOD COMMUNITY HOSPITAL OF HOLLYWOOD    | 6245 DE LONGPRE AVE      |
| 050136 | PETALUMA VALLEY HOSPITAL                     | 400 N MCDOWELL BLVD      |
| 050137 | KAISER FOUNDATION HOSPITAL - PANORAMA CITY   | 13652 CANTARA ST         |
| 050138 | KAISER FOUNDATION HOSPITAL - LOS ANGELES     | 4867 SUNSET BLVD         |
| 050139 | KAISER FOUNDATION HOSPITAL - DOWNEY          | 9333 IMPERIAL HIGHWAY    |
| 050140 | KAISER FOUNDATION HOSPITAL FONTANA           | 9961 SIERRA AVE          |
| 050145 | COMMUNITY HOSPITAL OF THE MONTEREY PENINSULA | 23625 W R HOLMAN HIGHWAY |
| 050149 | CALIFORNIA HOSPITAL MEDICAL CENTER LA        | 1401 SOUTH GRAND AVENUE  |
| 050150 | SIERRA NEVADA MEMORIAL HOSPITAL              | 155 GLASSON WAY          |

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|  |                |    |
|--|----------------|----|
|  | VAN NUYS       | CA |
|  | WOODLAND       | CA |
|  | OCEANSIDE      | CA |
|  | SAN BERNARDINO | CA |
|  | NOVATO         | CA |
|  | SAN GABRIEL    | CA |
|  | MARYSVILLE     | CA |
|  | HOLLYWOOD      | CA |
|  | PETALUMA       | CA |
|  | PANORAMA CITY  | CA |
|  | LOS ANGELES    | CA |
|  | DOWNEY         | CA |
|  | FONTANA        | CA |
|  | MONTEREY       | CA |
|  | LOS ANGELES    | CA |
|  | GRASS VALLEY   | CA |

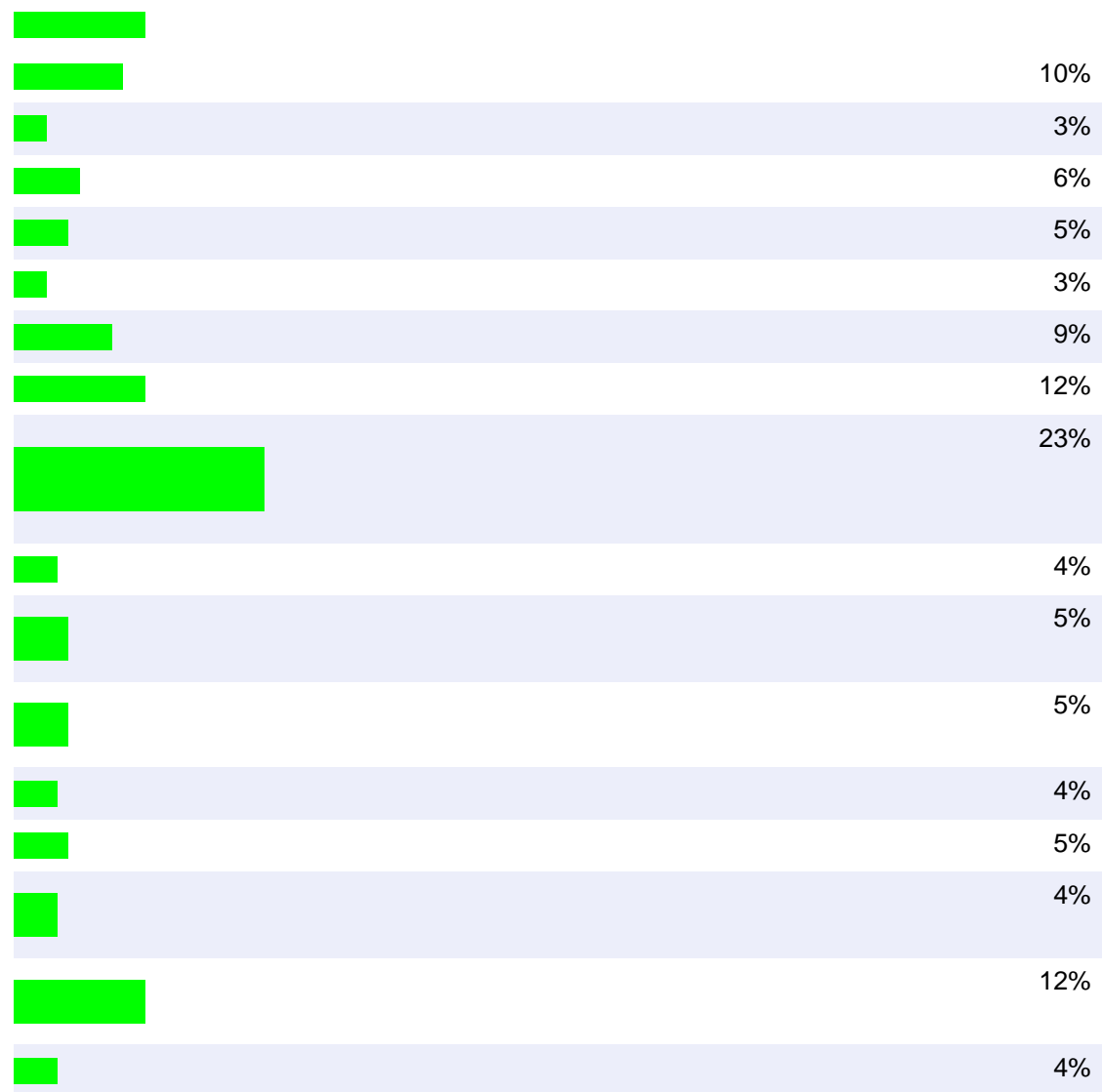
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|       |                |            |
|-------|----------------|------------|
| 91406 | LOS ANGELES    | 8189023906 |
| 95695 | YOLO           | 5306623961 |
| 92056 | SAN DIEGO      | 7607248411 |
| 92404 | SAN BERNARDINO | 9098814440 |
| 94945 | MARIN          | 4152091300 |
| 91776 | LOS ANGELES    | 6262895454 |
| 95901 | YUBA           | 5307494300 |
| 90028 | LOS ANGELES    | 3234622271 |
| 94954 | SONOMA         | 7077781111 |
| 91402 | LOS ANGELES    | 8183753333 |
| 90027 | LOS ANGELES    | 3237834011 |
| 90242 | LOS ANGELES    | 5624616007 |
| 92335 | SAN BERNARDINO | 9094275500 |
| 93940 | MONTEREY       | 8316245311 |
| 90015 | LOS ANGELES    | 2137482411 |
| 95945 | NEVADA         | 5302746000 |

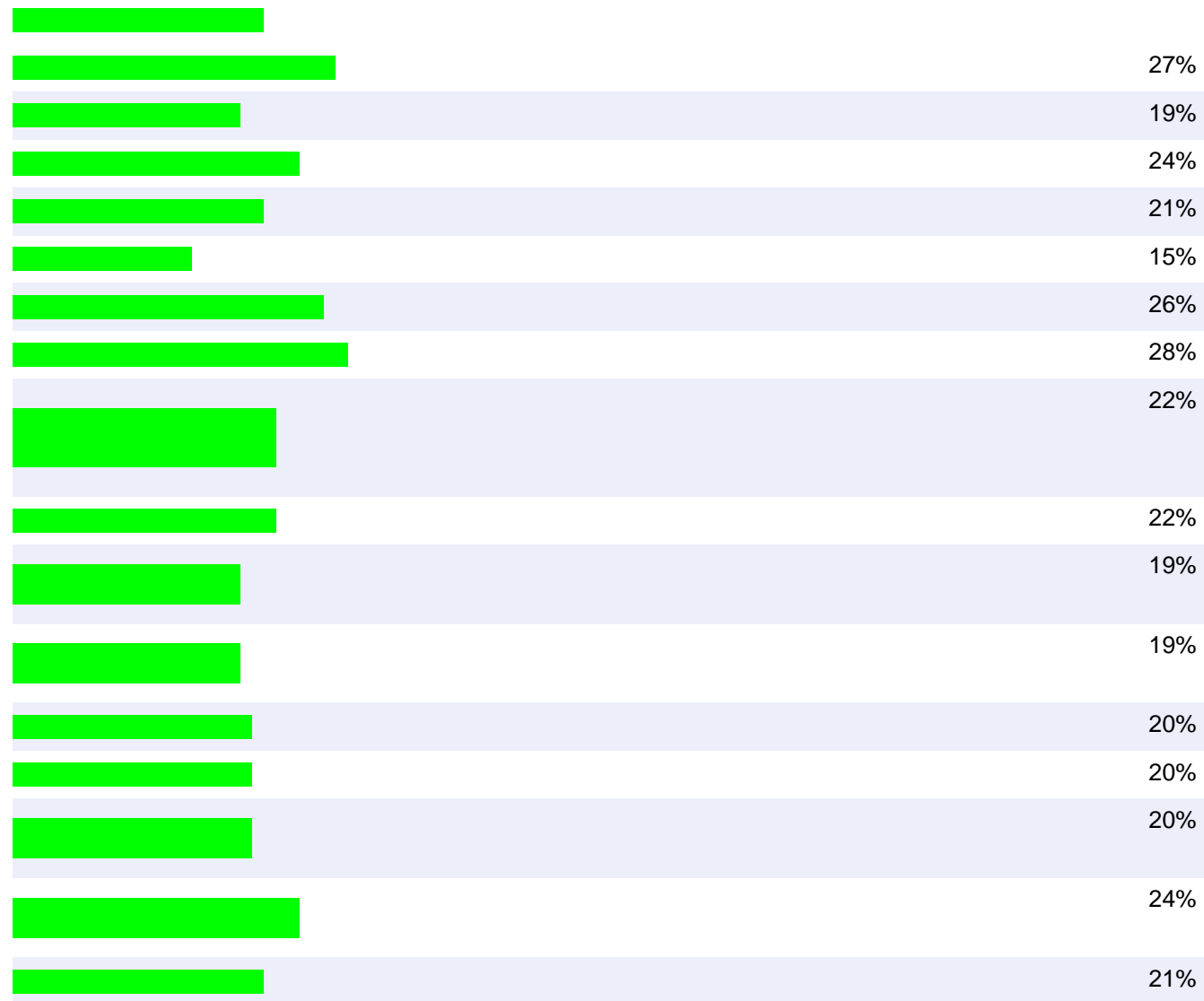
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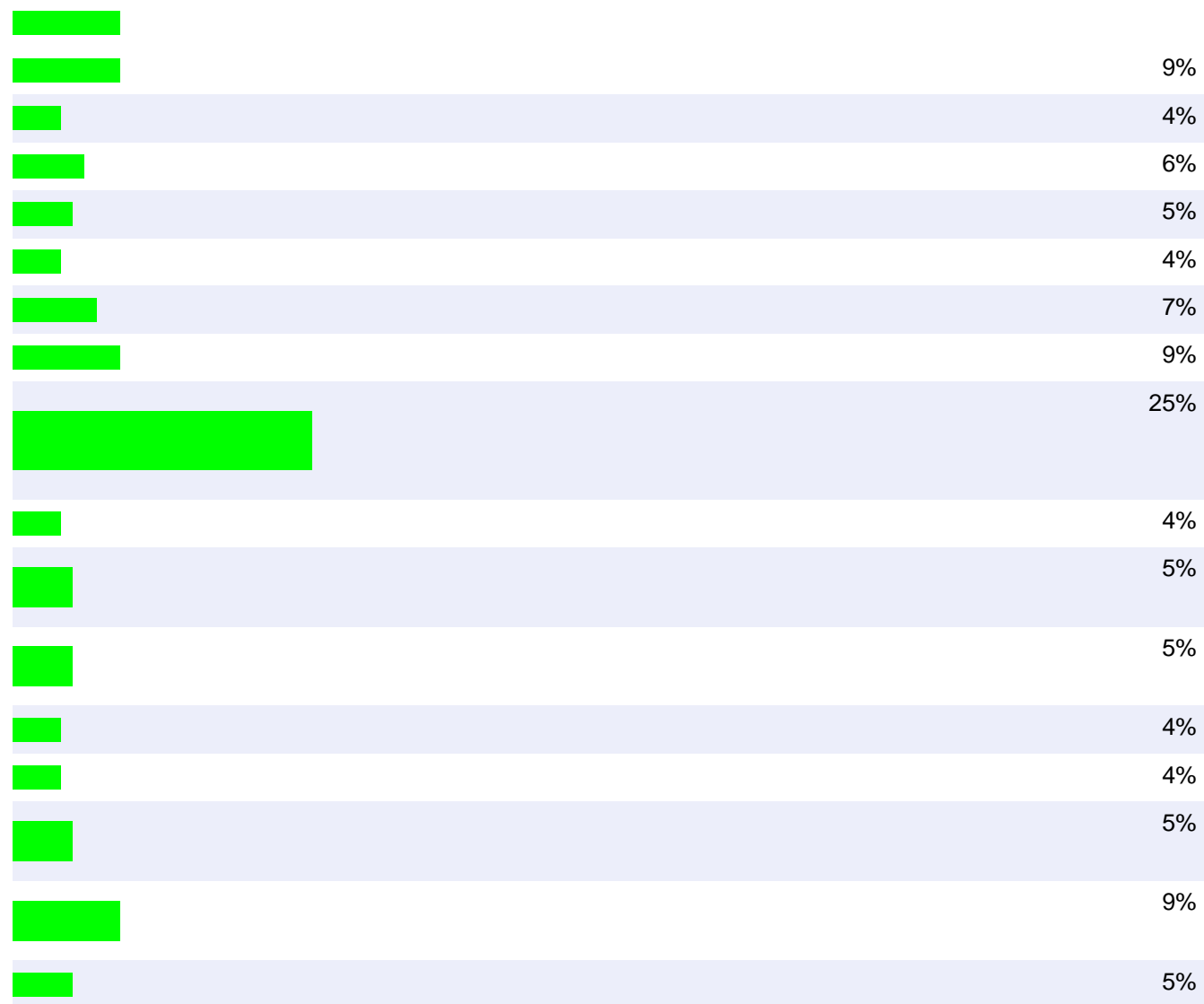
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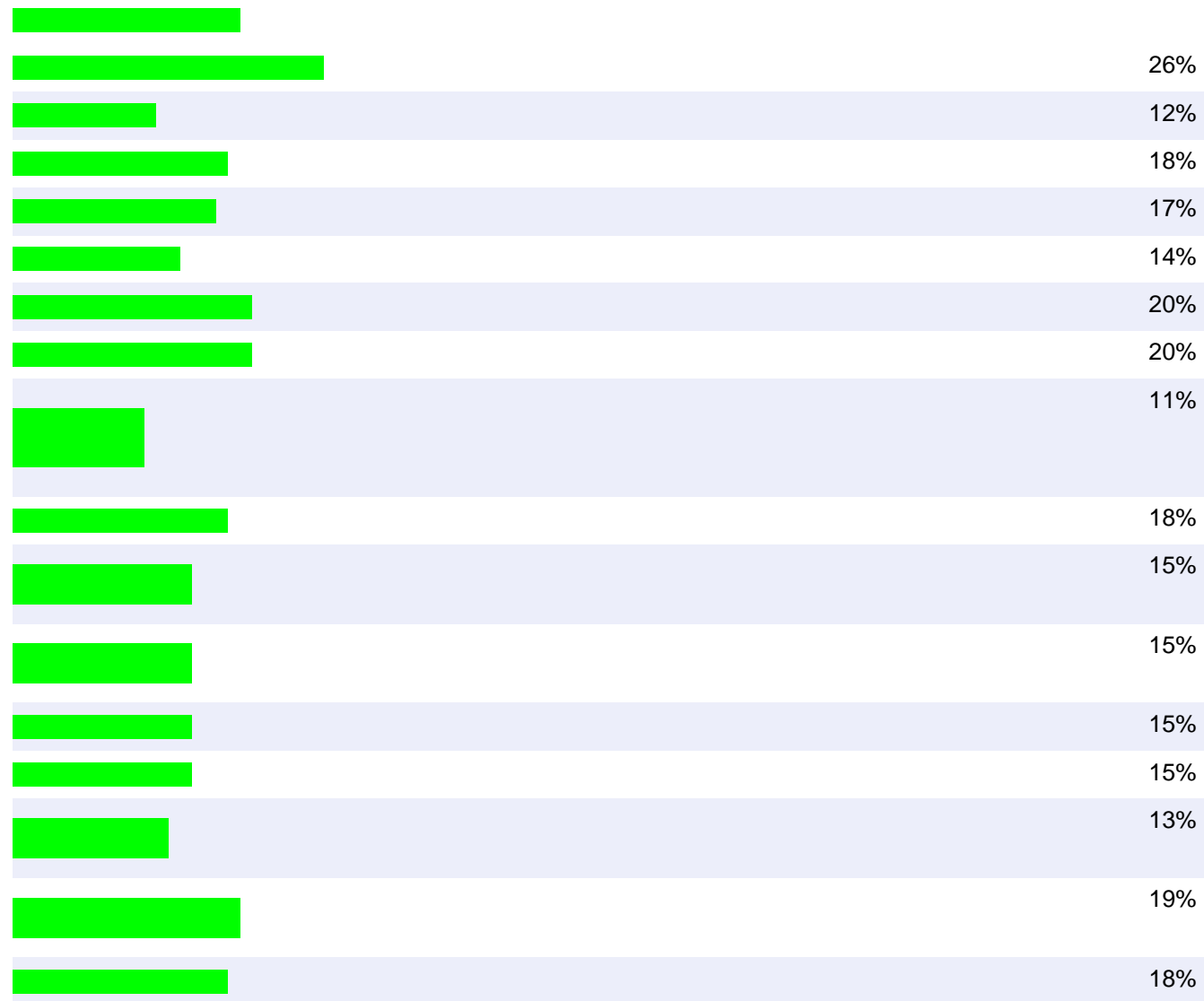
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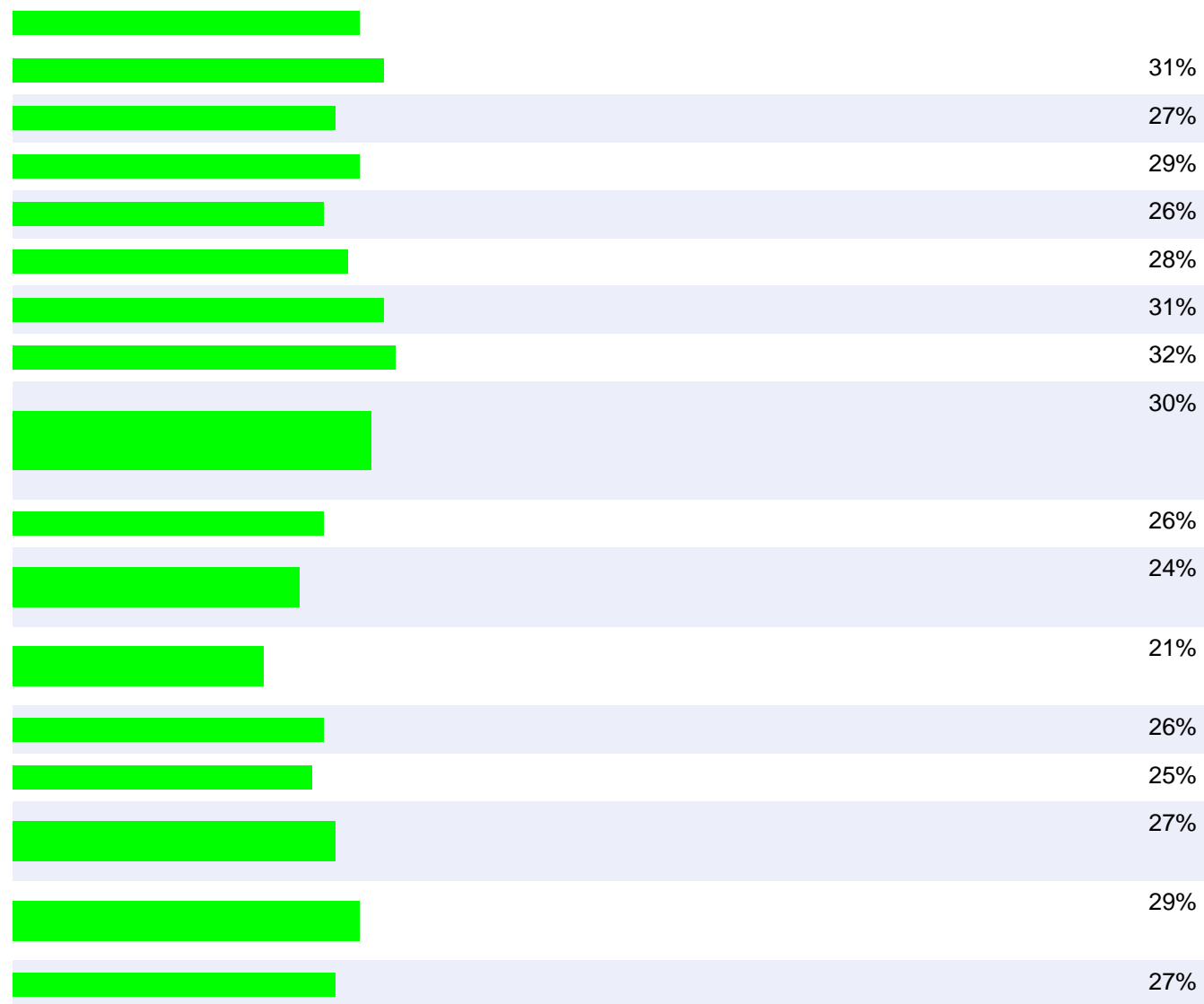
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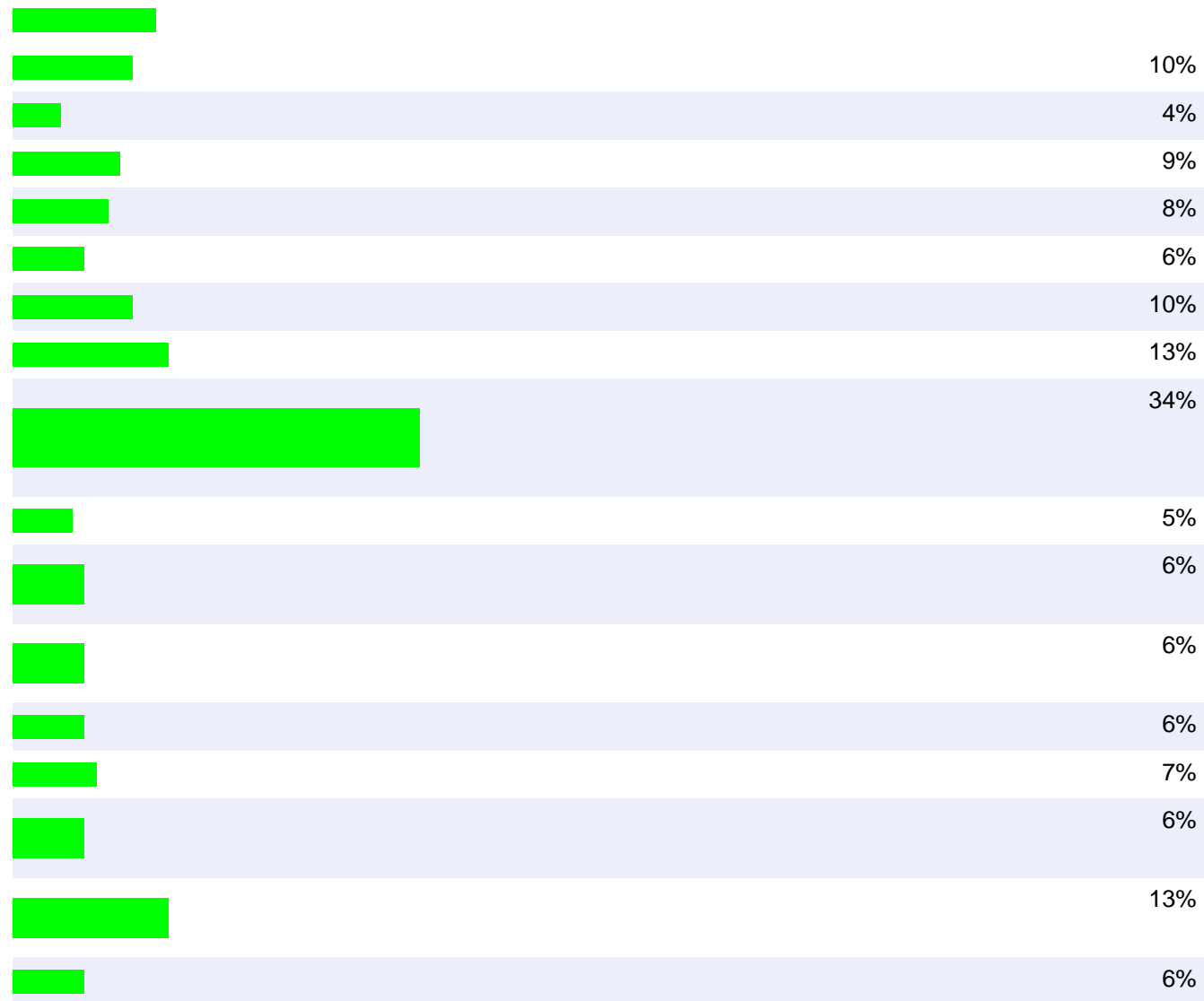
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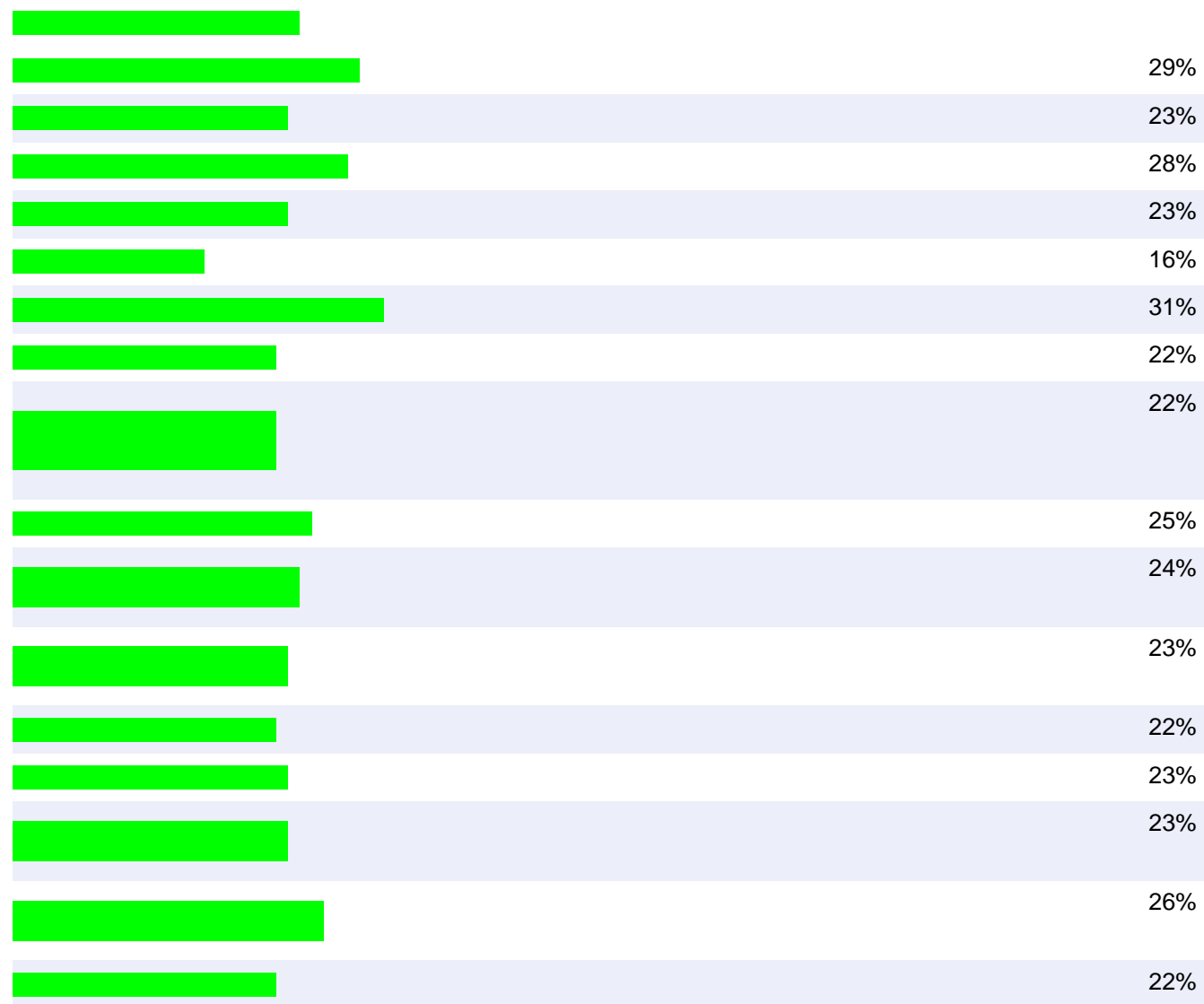
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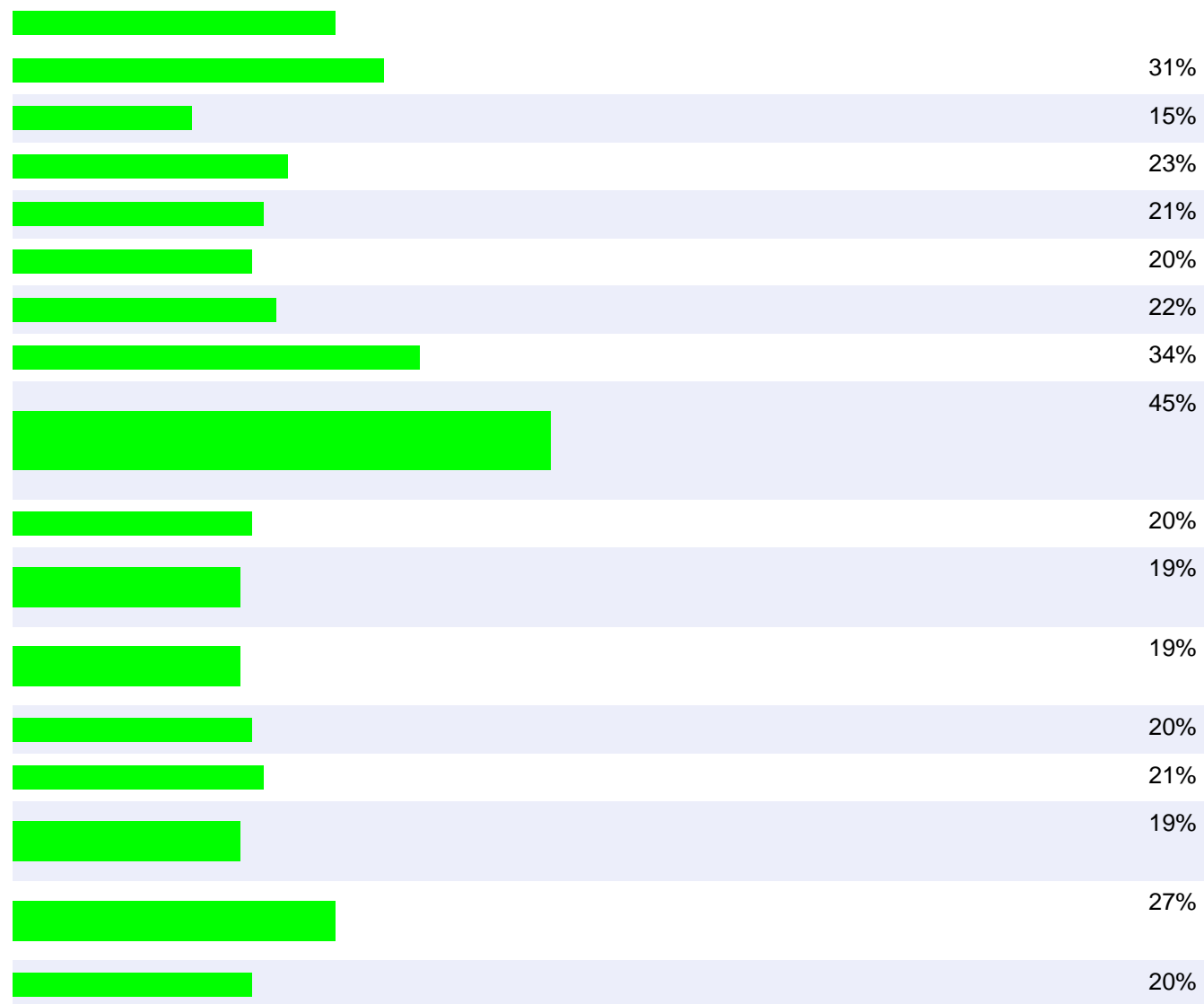
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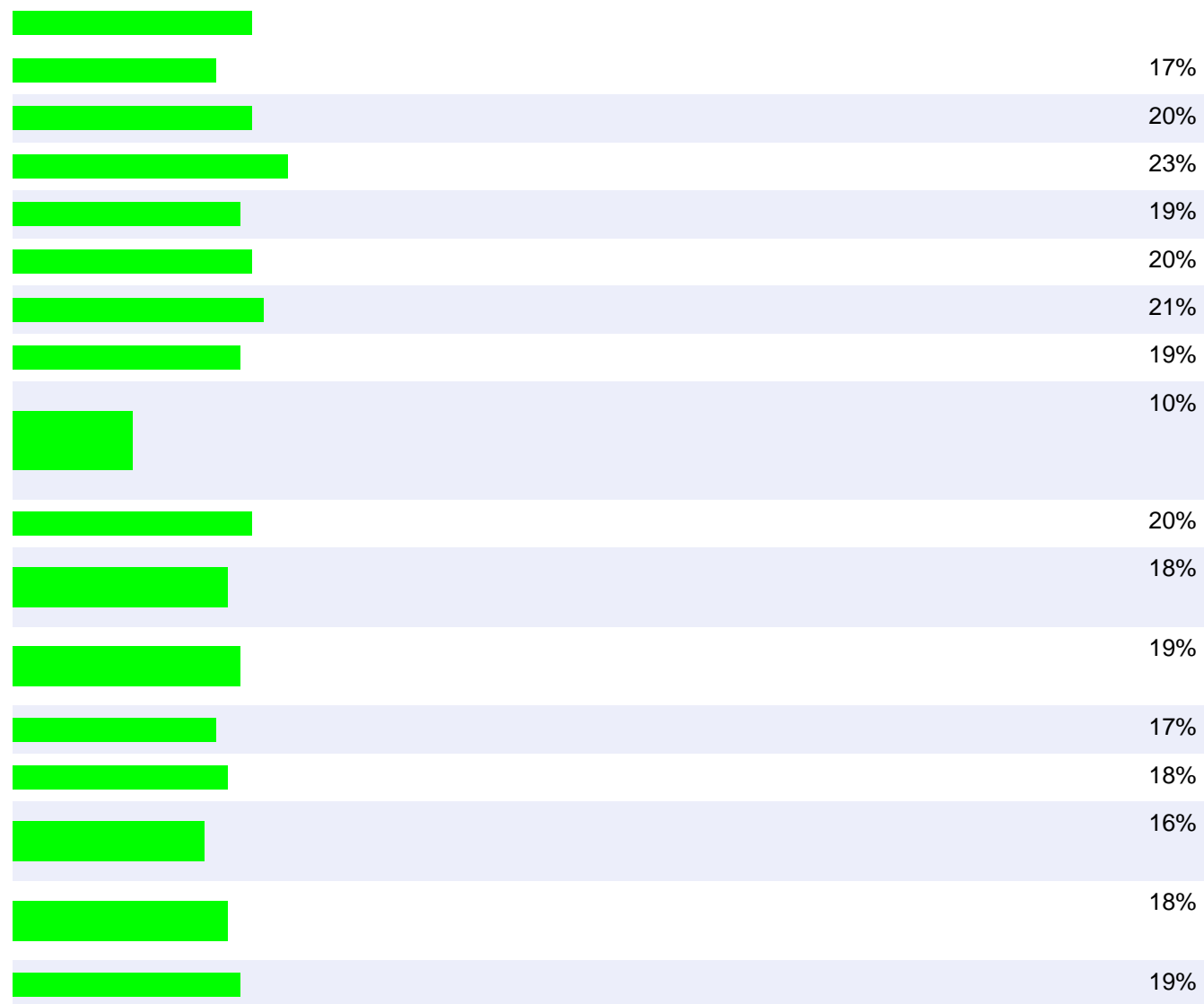
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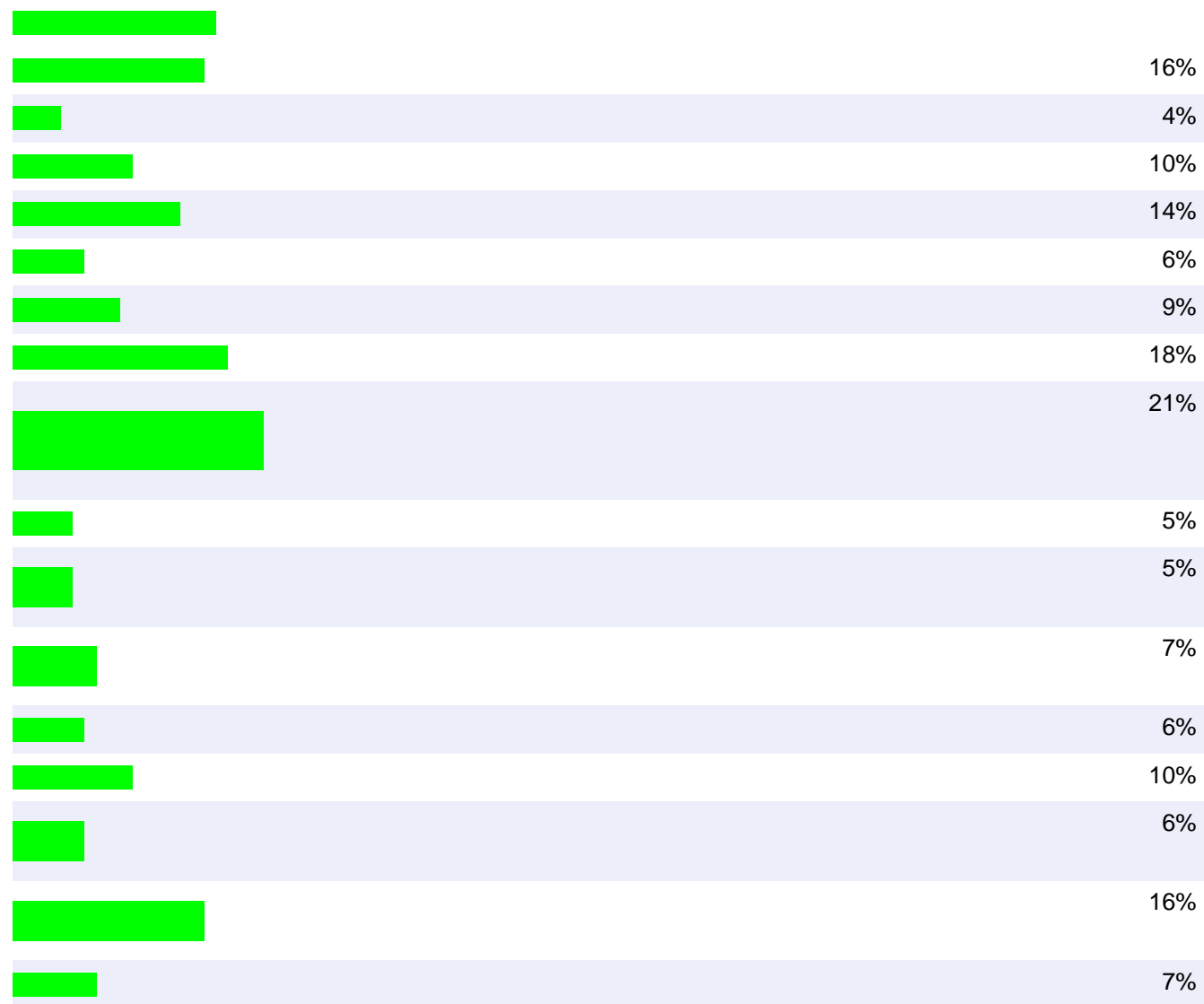
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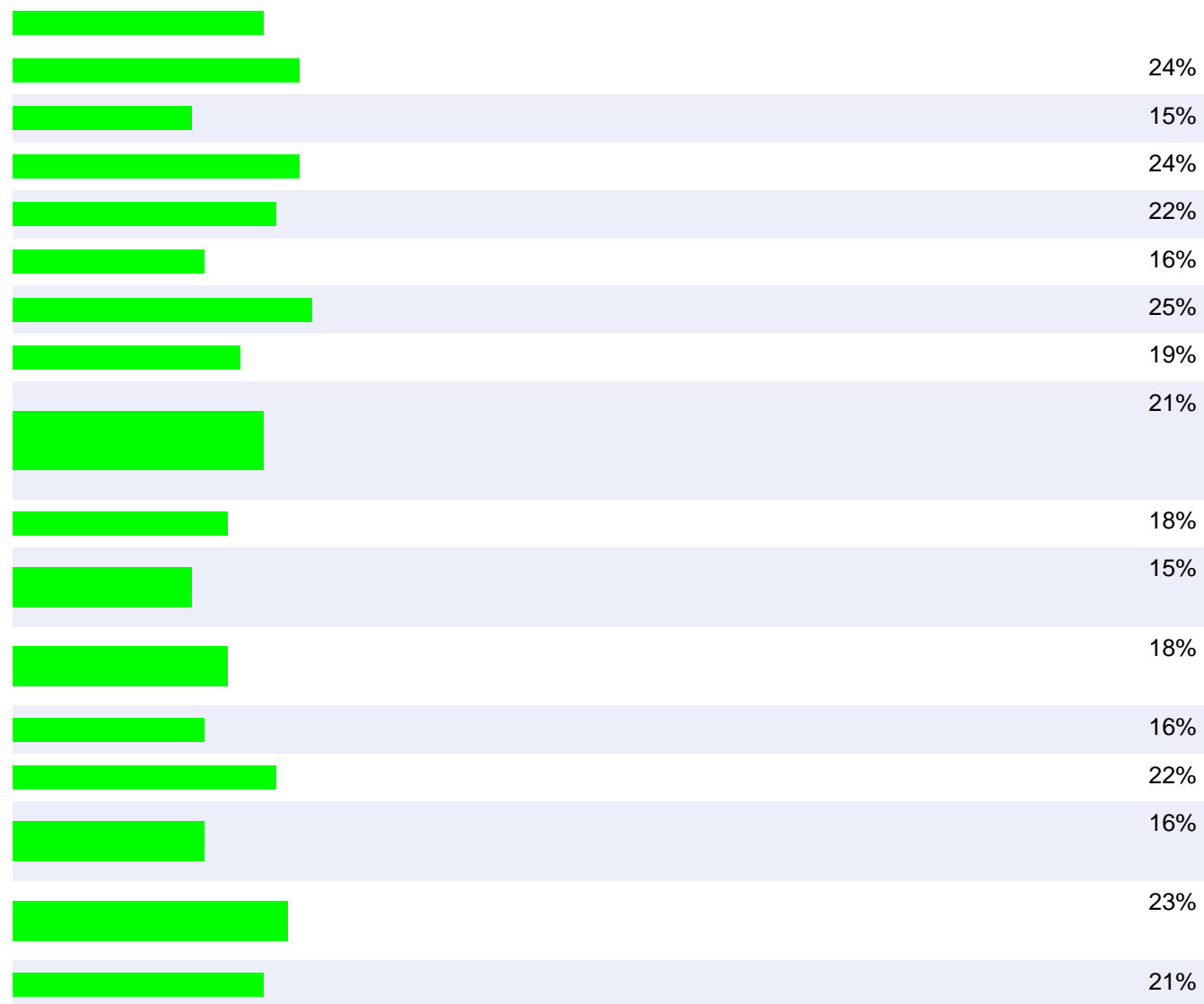
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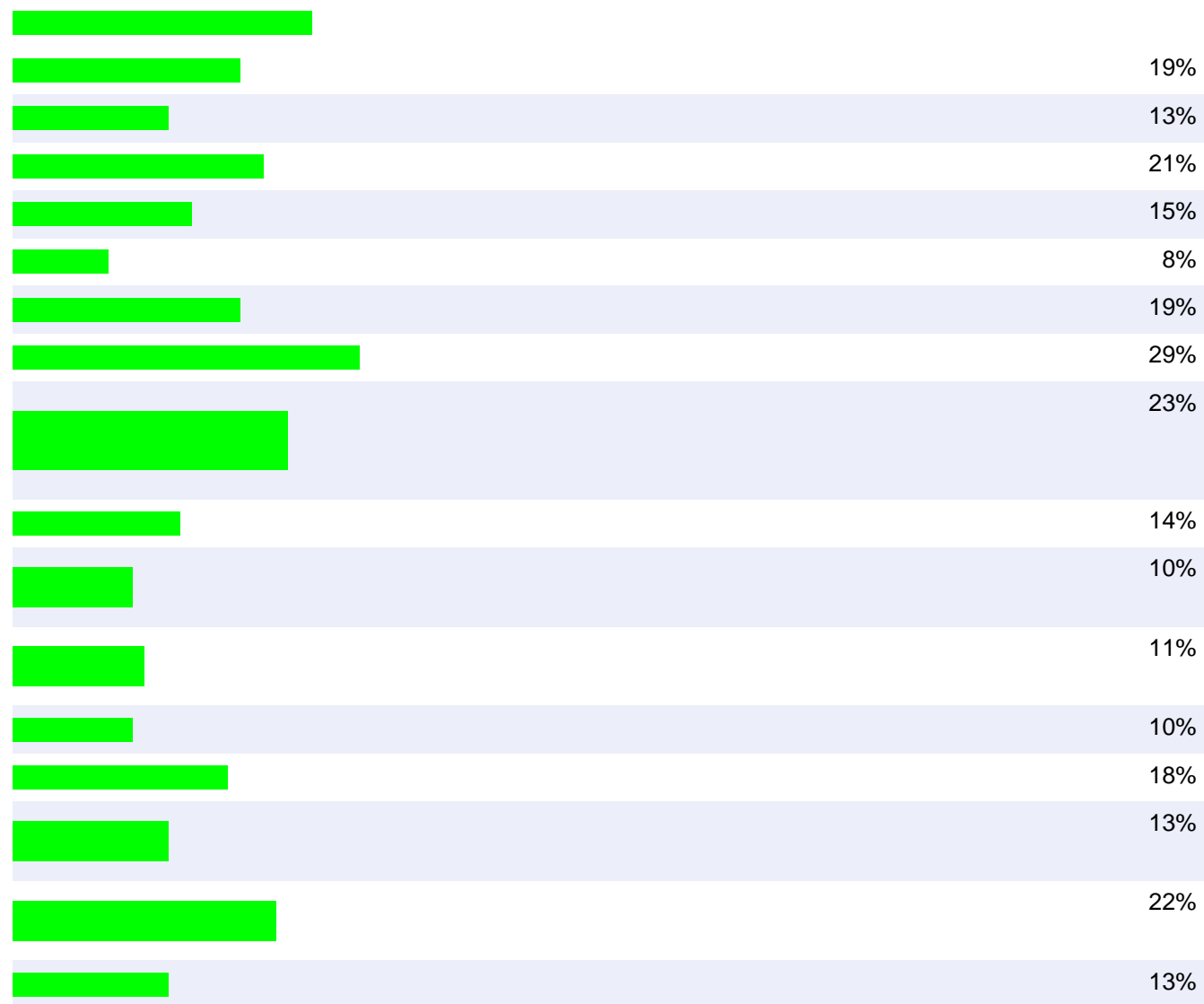
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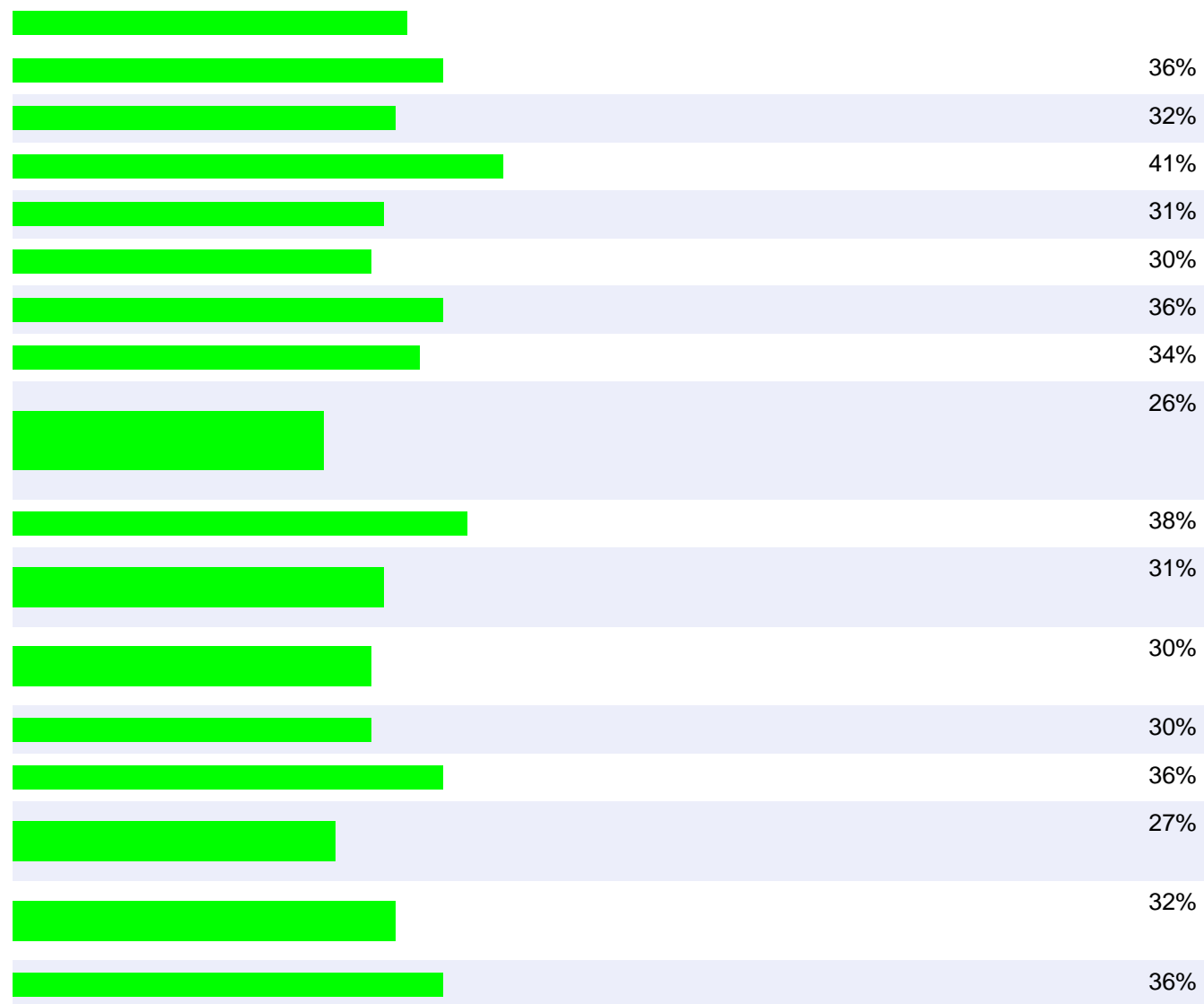
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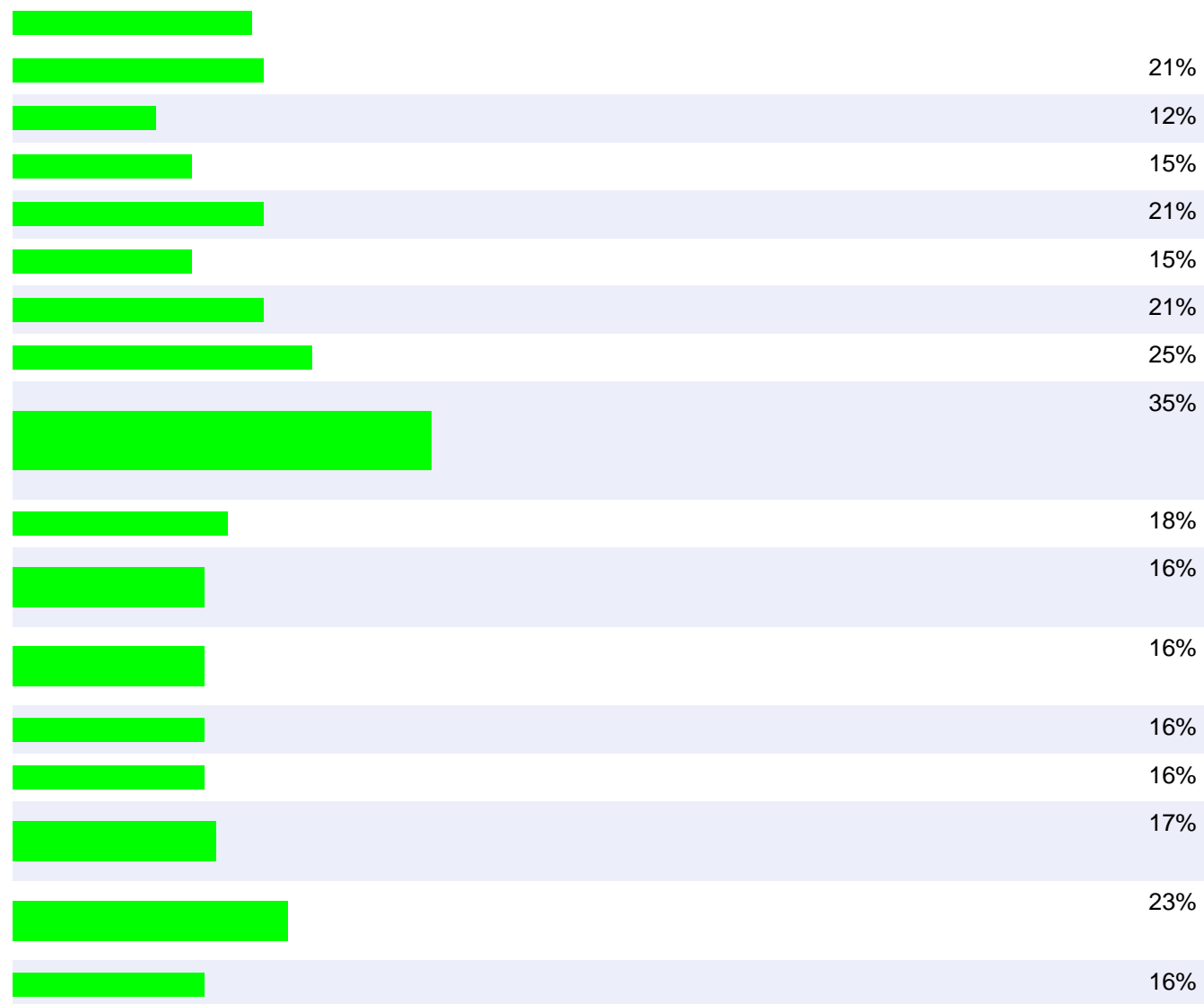
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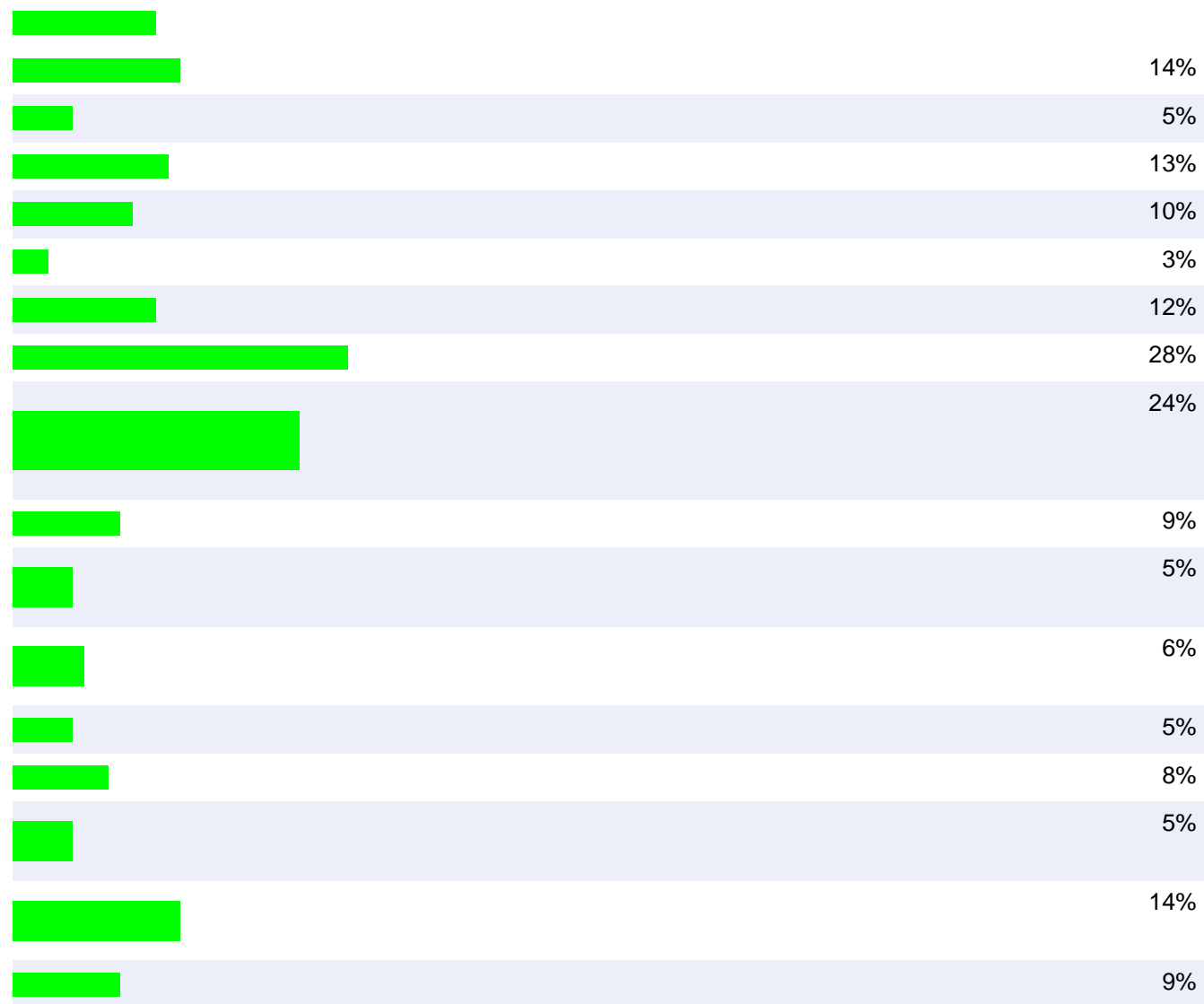
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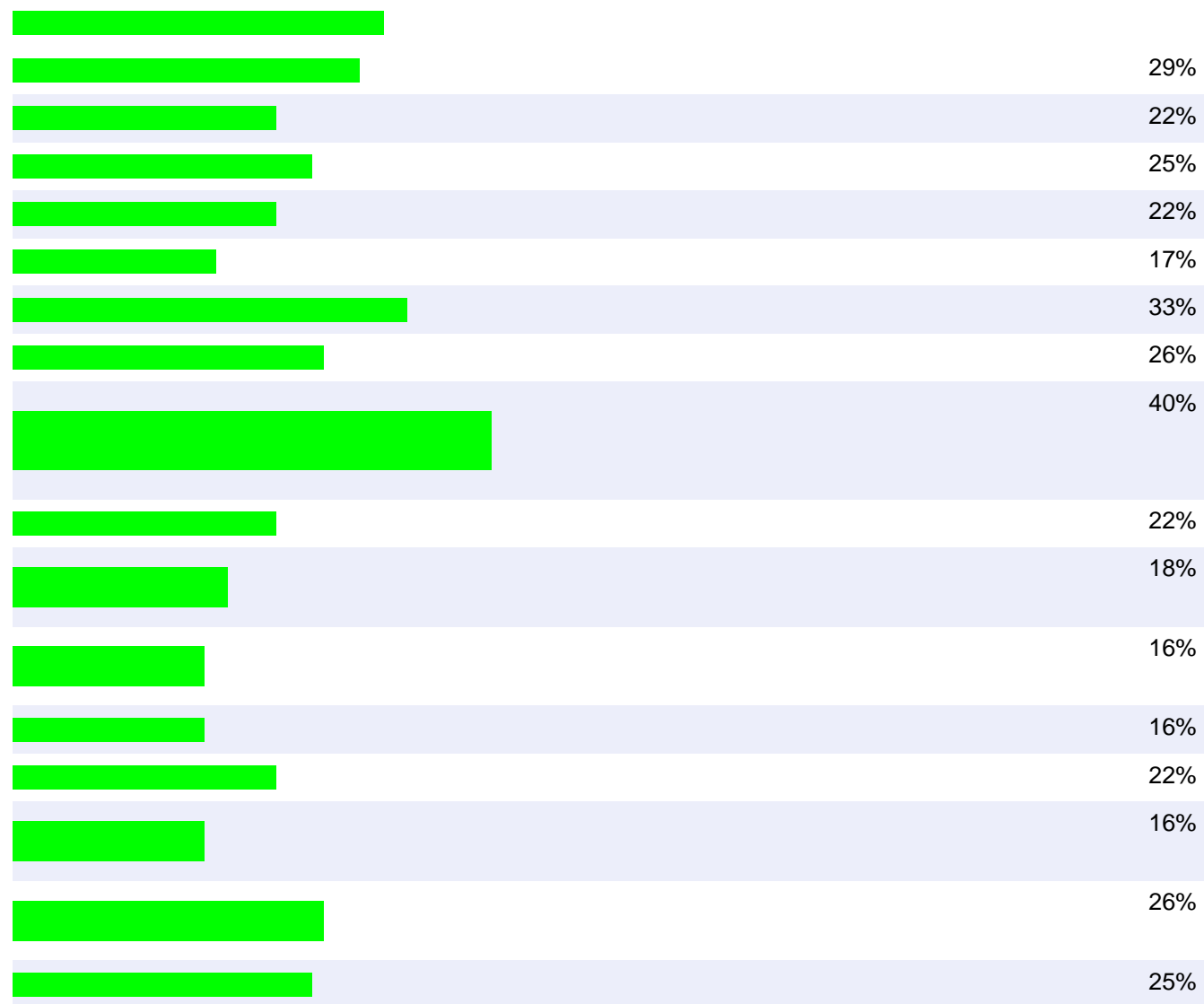
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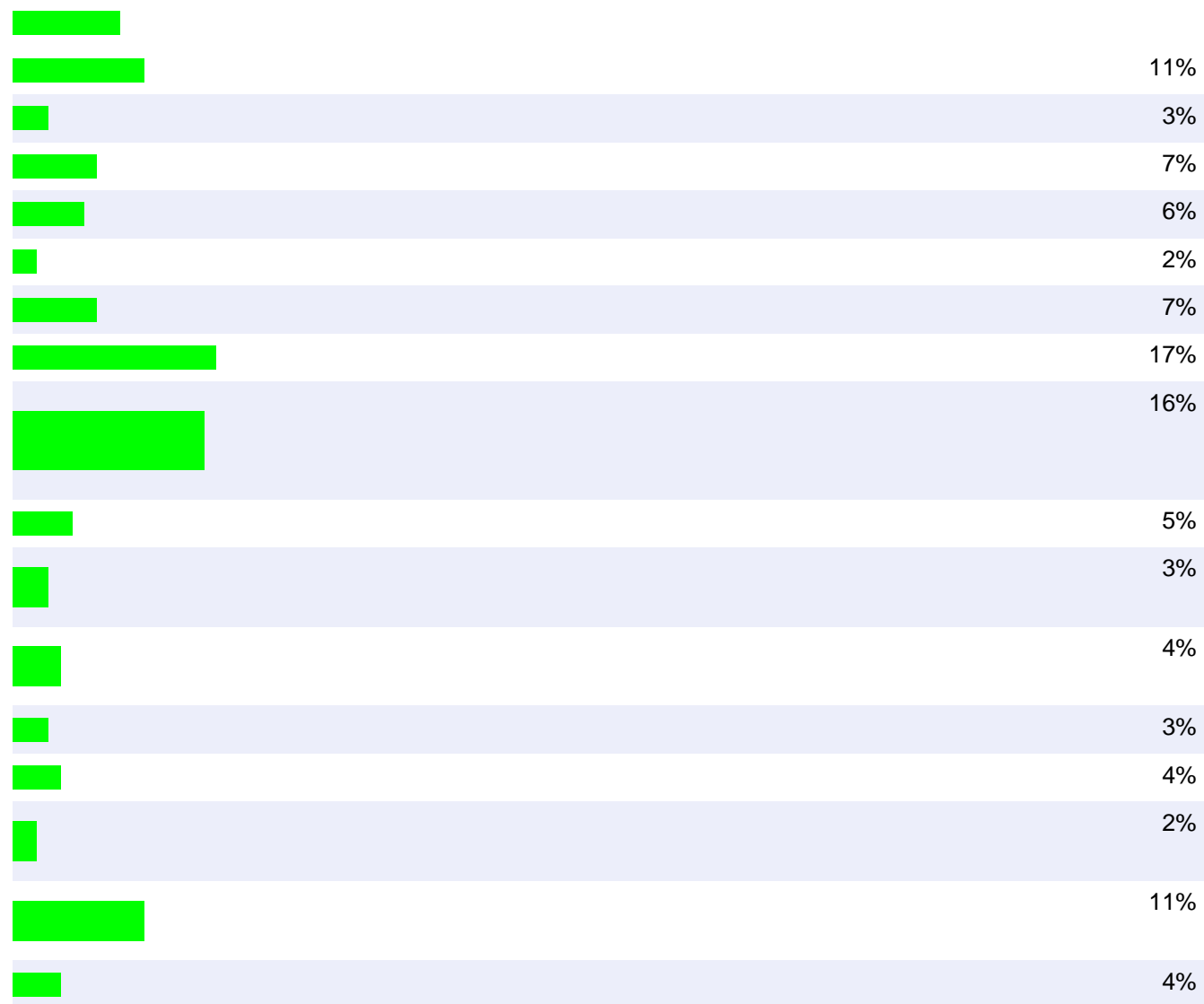
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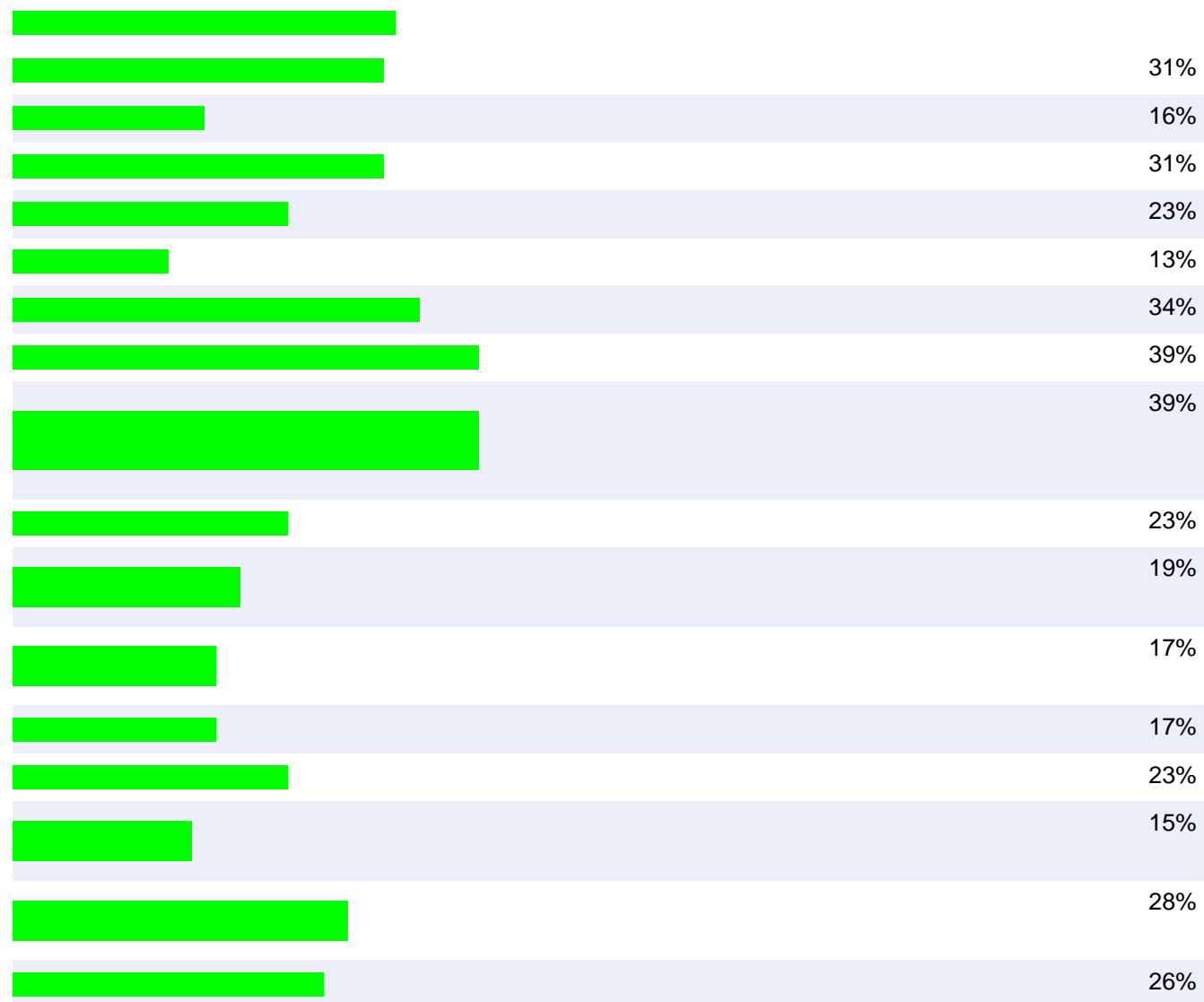
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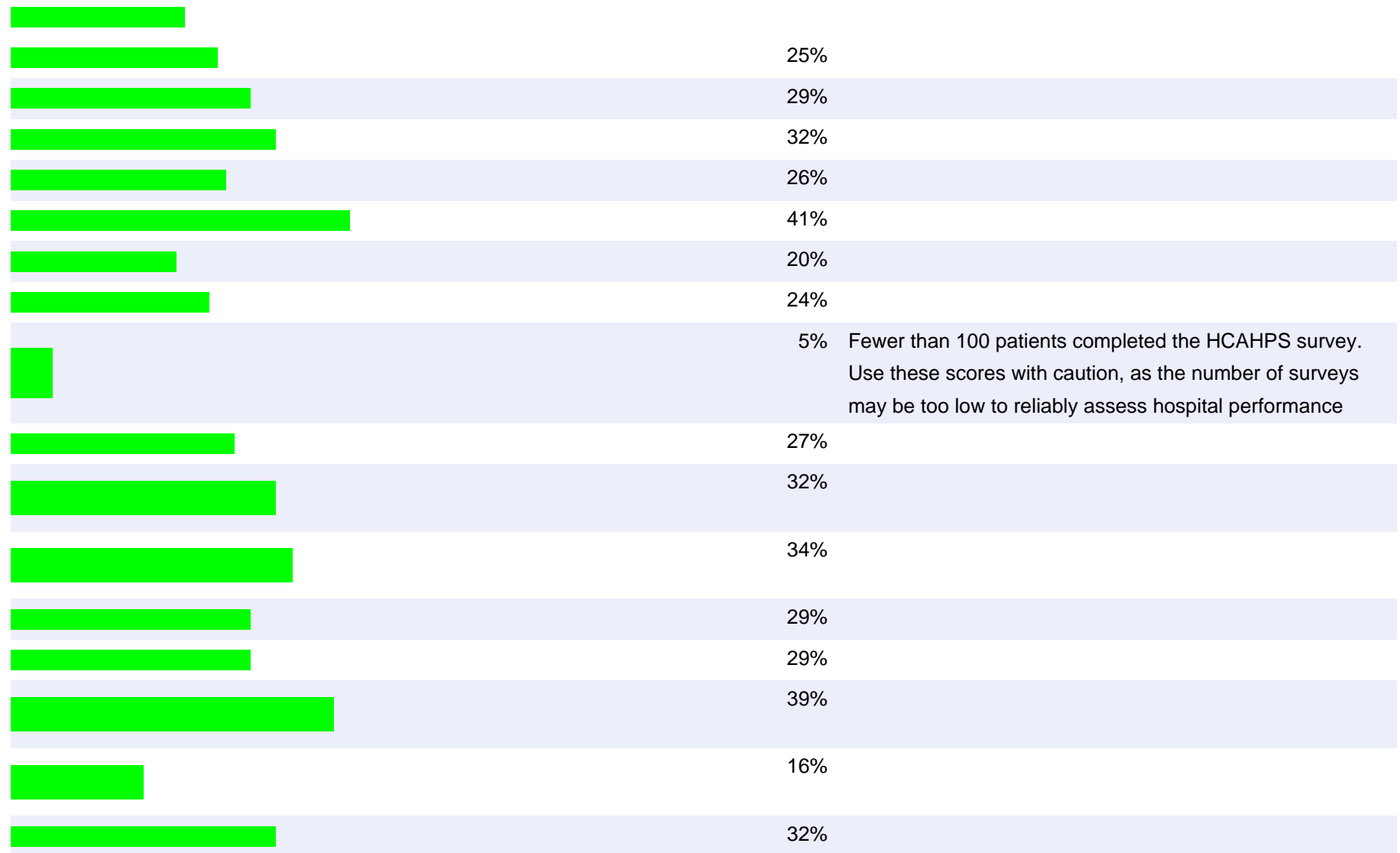
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|                |  |
|----------------|--|
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |
| Fewer than 100 |  |
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |
| 300 or more    |  |

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|        |  |                            |
|--------|--|----------------------------|
| 050152 | SAINT FRANCIS MEMORIAL HOSPITAL                | 900 HYDE ST                |
| 050153 | O'CONNOR HOSPITAL                              | 2105 FOREST AVENUE         |
| 050158 | ENCINO HOSPITAL MEDICAL CENTER                 | 16237 VENTURA BLVD         |
| 050159 | VENTURA COUNTY MEDICAL CENTER                  | 3291 LOMA VISTA RD         |
| 050167 | SAN JOAQUIN GENERAL HOSPITAL                   | 500 W HOSPITAL ROAD        |
| 050168 | ST JUDE MEDICAL CENTER                         | 101 E VALENCIA MESA DRIVE  |
| 050169 | PRESBYTERIAN INTERCOMMUNITY HOSPITAL           | 12401 E WASHINGTON BLVD    |
| 050174 | SANTA ROSA MEMORIAL HOSPITAL                   | 1165 MONTGOMERY DR         |
| 050179 | EMANUEL MEDICAL CENTER INC                     | 825 DELBON AVE             |
| 050180 | JOHN MUIR MEDICAL CENTER - WALNUT CREEK CAMPUS | 1601 YGNACIO VALLEY RD     |
| 050189 | GEORGE L MEE MEMORIAL HOSPITAL                 | 300 CANAL STREET           |
| 050191 | ST MARY MEDICAL CENTER                         | 1050 LINDEN AVE            |
| 050192 | ADVENTIST MEDICAL CENTER - REEDLEY             | 372 W CYPRESS AVE          |
| 050194 | WATSONVILLE COMMUNITY HOSPITAL                 | 75 NIELSON STREET          |
| 050195 | WASHINGTON HOSPITAL                            | 2000 MOWRY AVE             |
| 050196 | CENTRAL VALLEY GENERAL HOSPITAL                | 1025 N DOUTY ST            |
| 050197 | SEQUOIA HOSPITAL                               | 170 ALAMEDA DE LAS PULGAS  |
| 050204 | PALMDALE REGIONAL MEDICAL CENTER               | 38600 MEDICAL CENTER DRIVE |
| 050205 | EAST VALLEY HOSPITAL MEDICAL CENTER            | 150 WEST ROUTE 66          |

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|  |               |    |
|--|---------------|----|
|  | SAN FRANCISCO | CA |
|  | SAN JOSE      | CA |
|  | ENCINO        | CA |
|  | VENTURA       | CA |
|  | FRENCH CAMP   | CA |
|  | FULLERTON     | CA |
|  | WHITTIER      | CA |
|  | SANTA ROSA    | CA |
|  | TURLOCK       | CA |
|  | WALNUT CREEK  | CA |
|  | KING CITY     | CA |
|  | LONG BEACH    | CA |
|  | REEDLEY       | CA |
|  | WATSONVILLE   | CA |
|  | FREMONT       | CA |
|  | HANFORD       | CA |
|  | REDWOOD CITY  | CA |
|  | PALMDALE      | CA |
|  | GLENDORA      | CA |

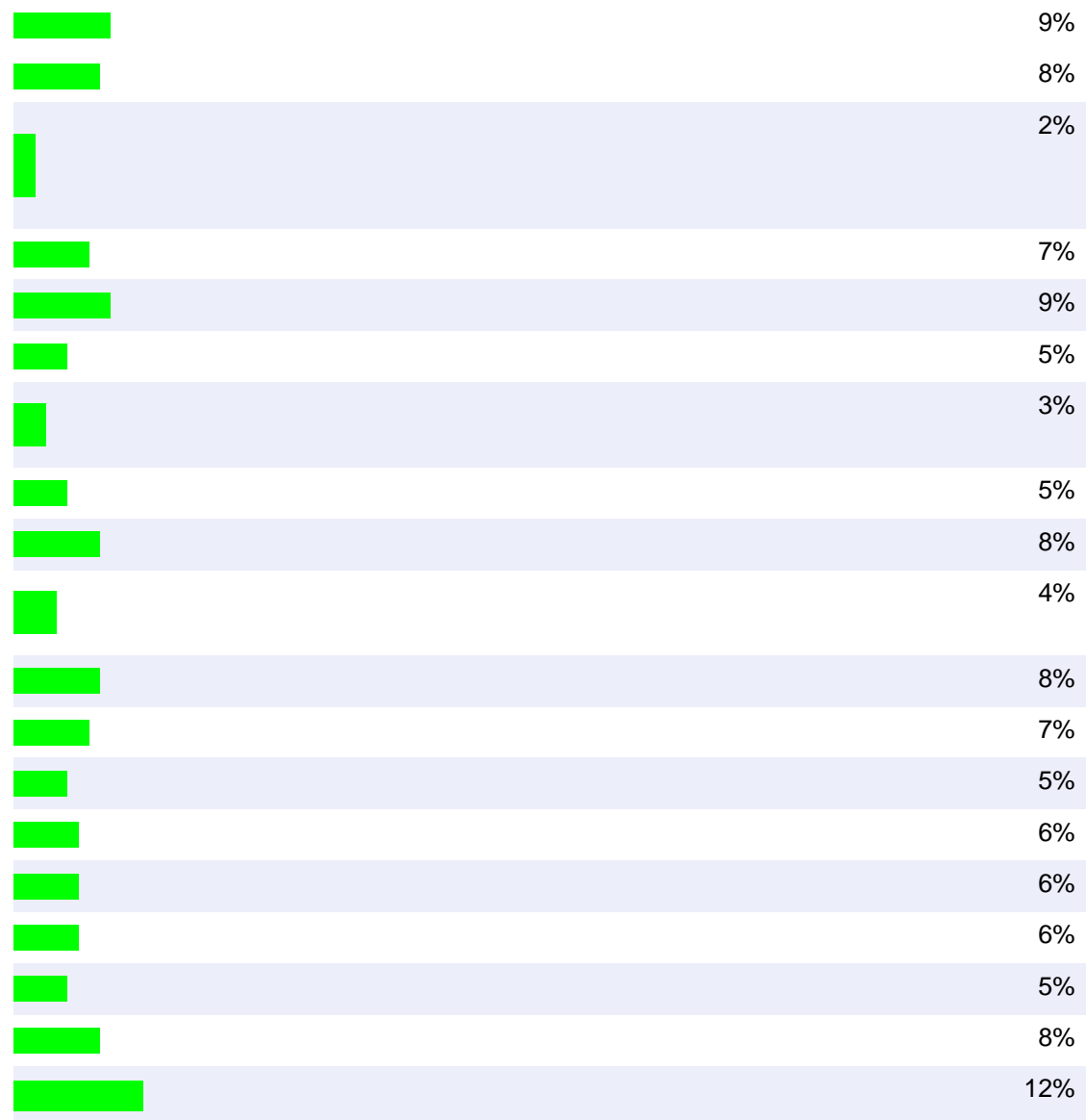
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|       |               |            |
|-------|---------------|------------|
| 94109 | SAN FRANCISCO | 4153536000 |
| 95128 | SANTA CLARA   | 4089472500 |
| 91436 | LOS ANGELES   | 8189955000 |
| 93003 | VENTURA       | 8056526075 |
| 95231 | SAN JOAQUIN   | 2094686000 |
| 92835 | ORANGE        | 7149923000 |
| 90602 | LOS ANGELES   | 5266980811 |
| 95405 | SONOMA        | 7075255300 |
| 95382 | STANISLAUS    | 2096674200 |
| 94598 | CONTRA COSTA  | 9259393000 |
| 93930 | MONTEREY      | 8313856000 |
| 90813 | LOS ANGELES   | 5624919000 |
| 93654 | FRESNO        | 5596388155 |
| 95076 | SANTA CRUZ    | 8317244741 |
| 94538 | ALAMEDA       | 5107971111 |
| 93230 | KINGS         | 5595832100 |
| 94062 | SAN MATEO     | 6503675551 |
| 93552 | LOS ANGELES   | 6613825000 |
| 91740 | LOS ANGELES   | 6263350231 |

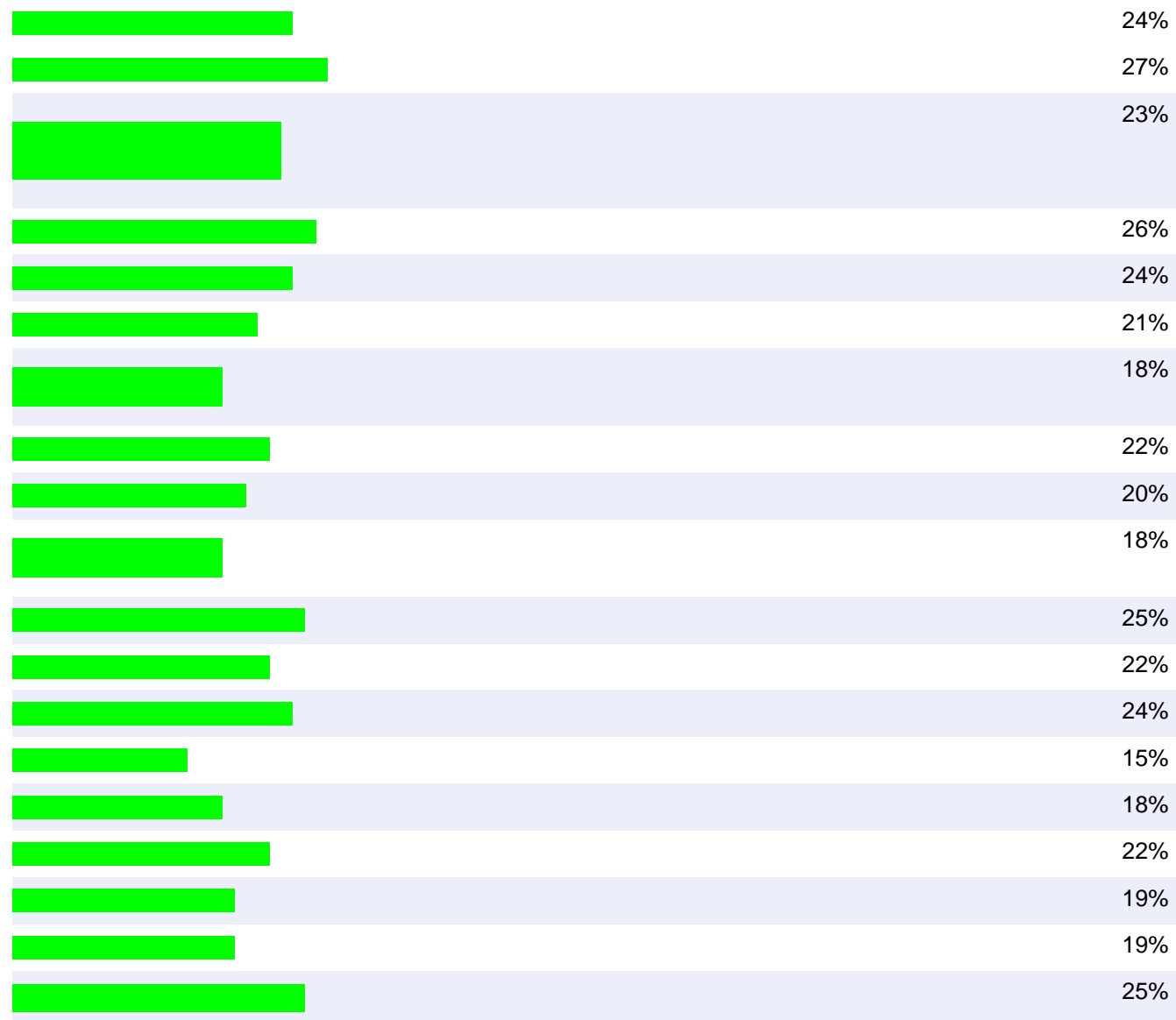
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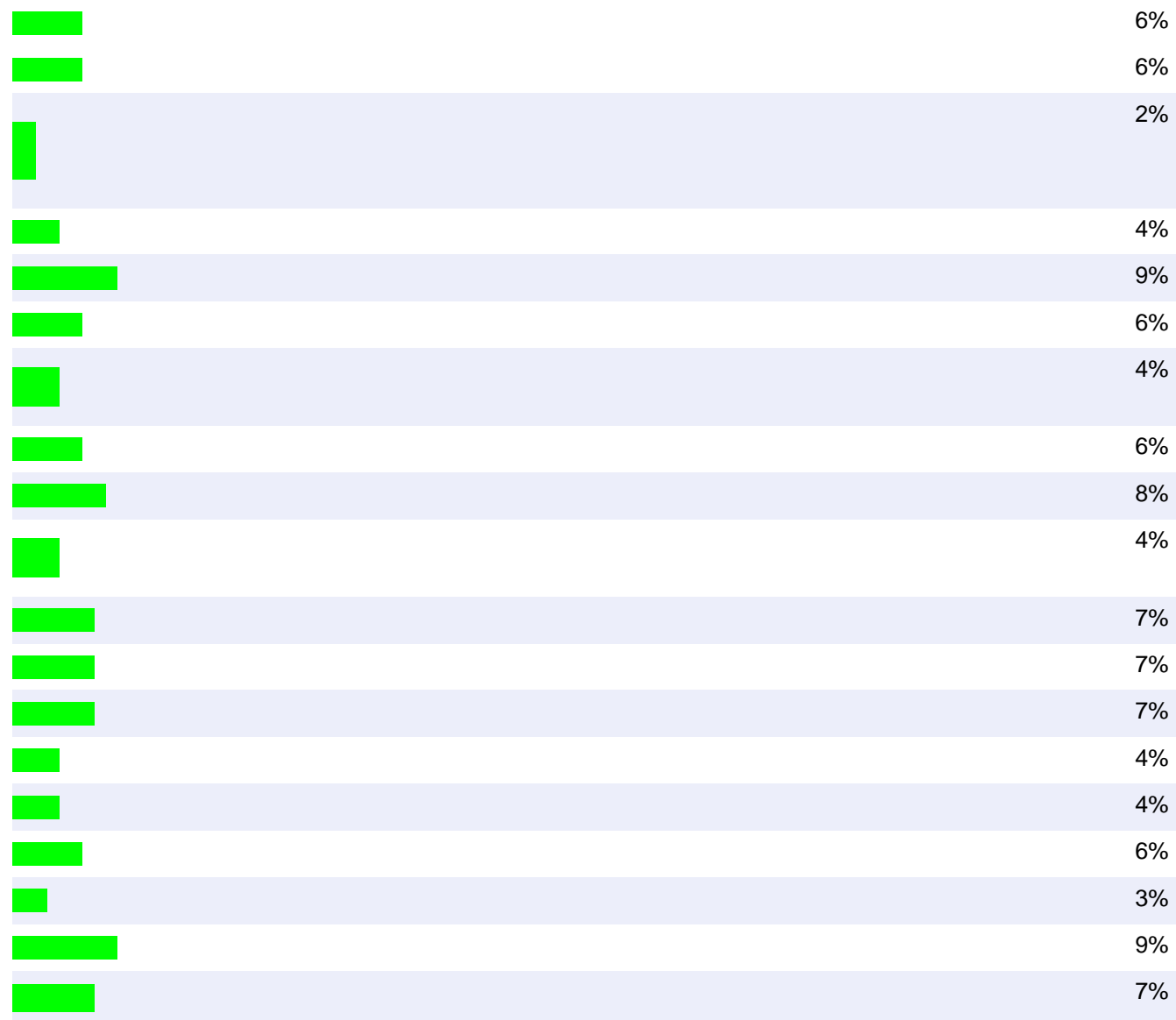
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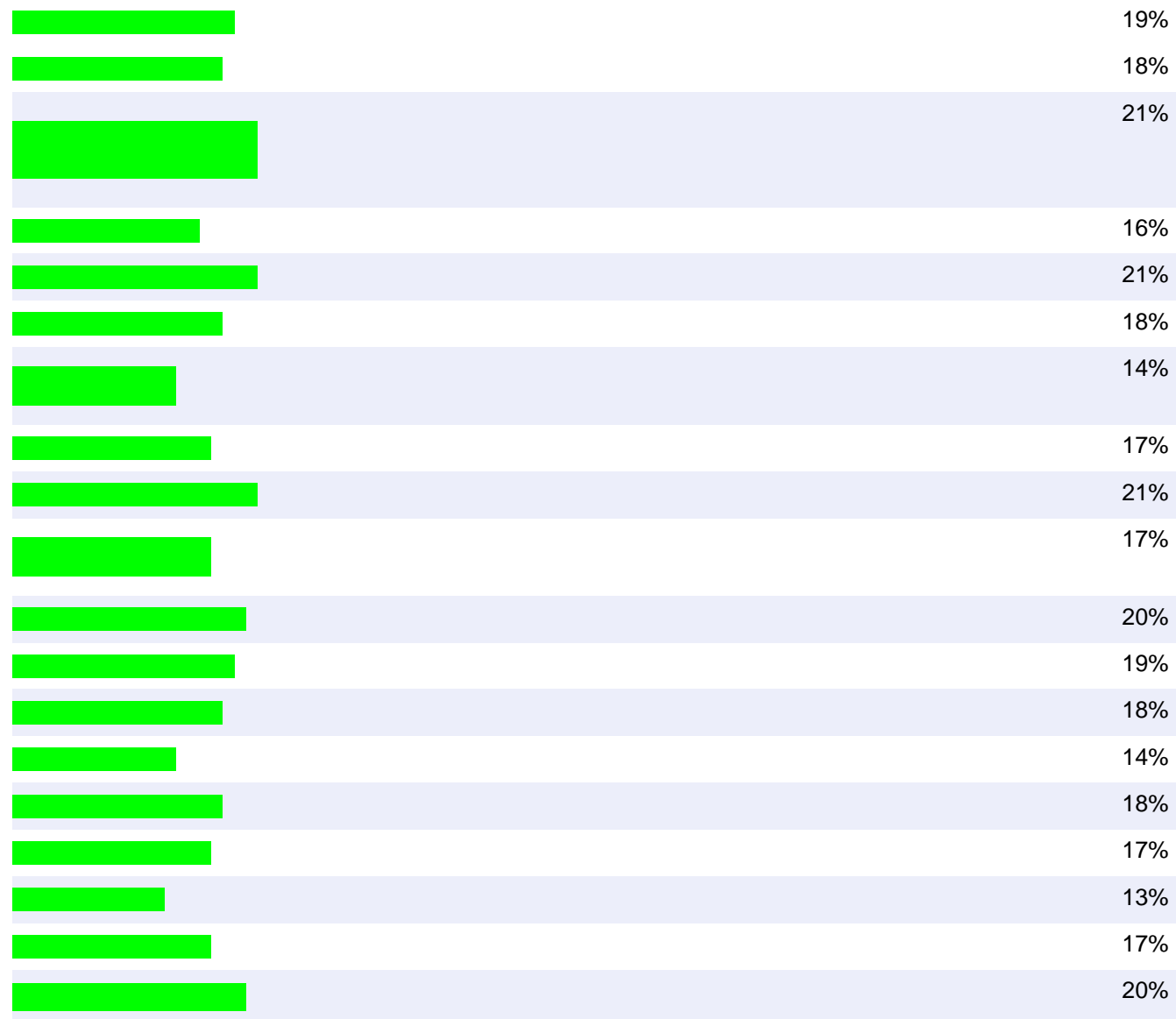
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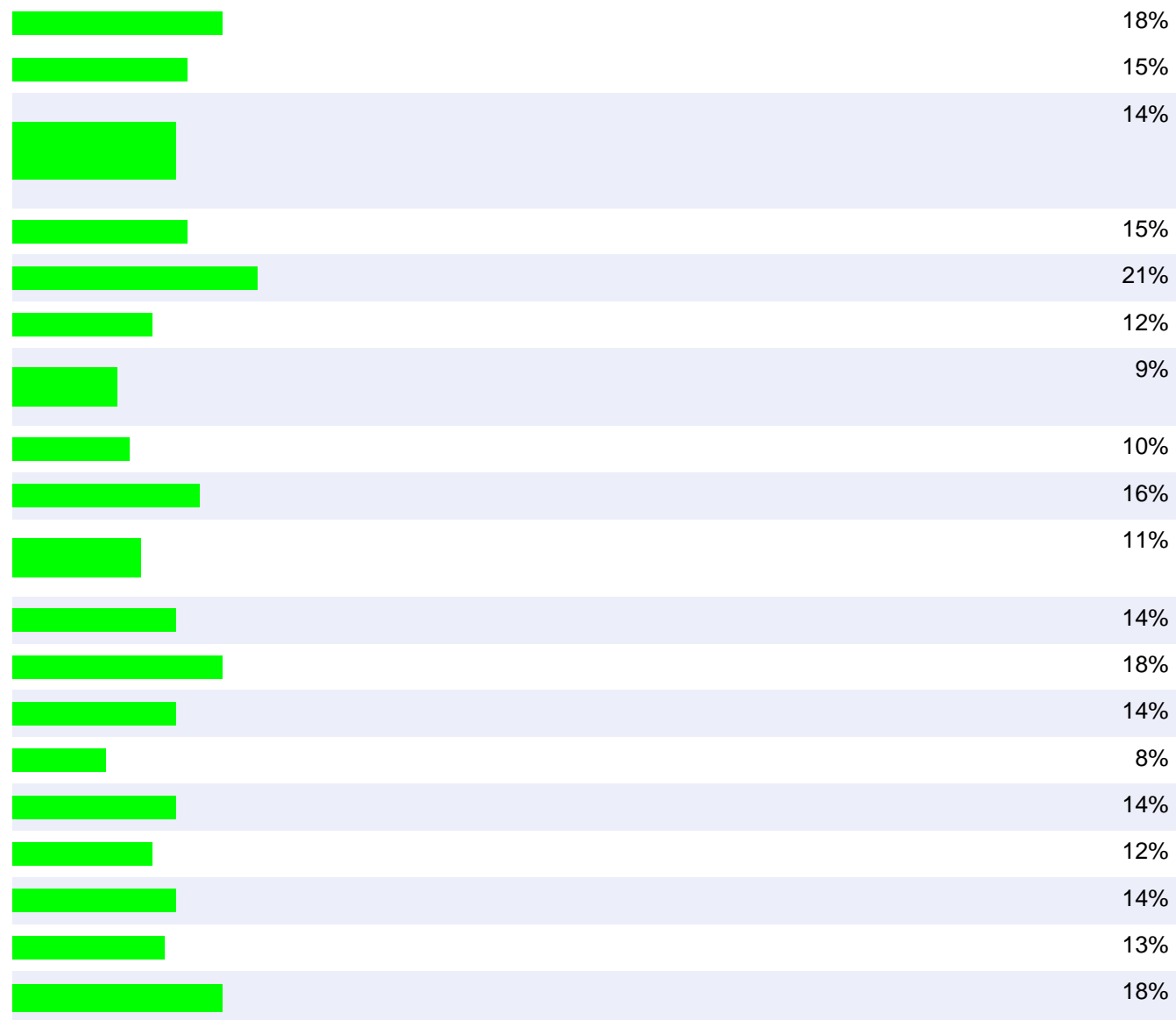
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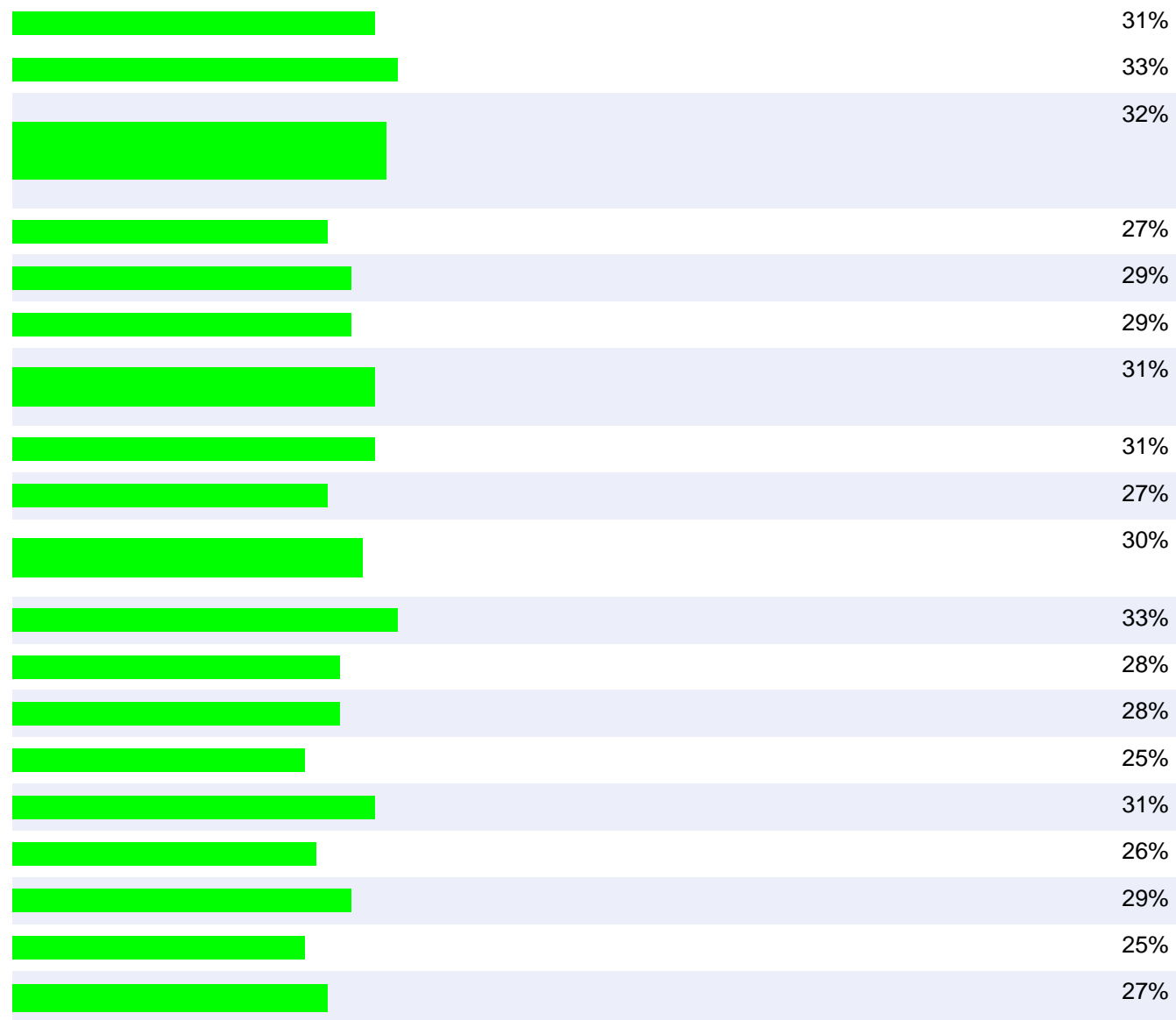
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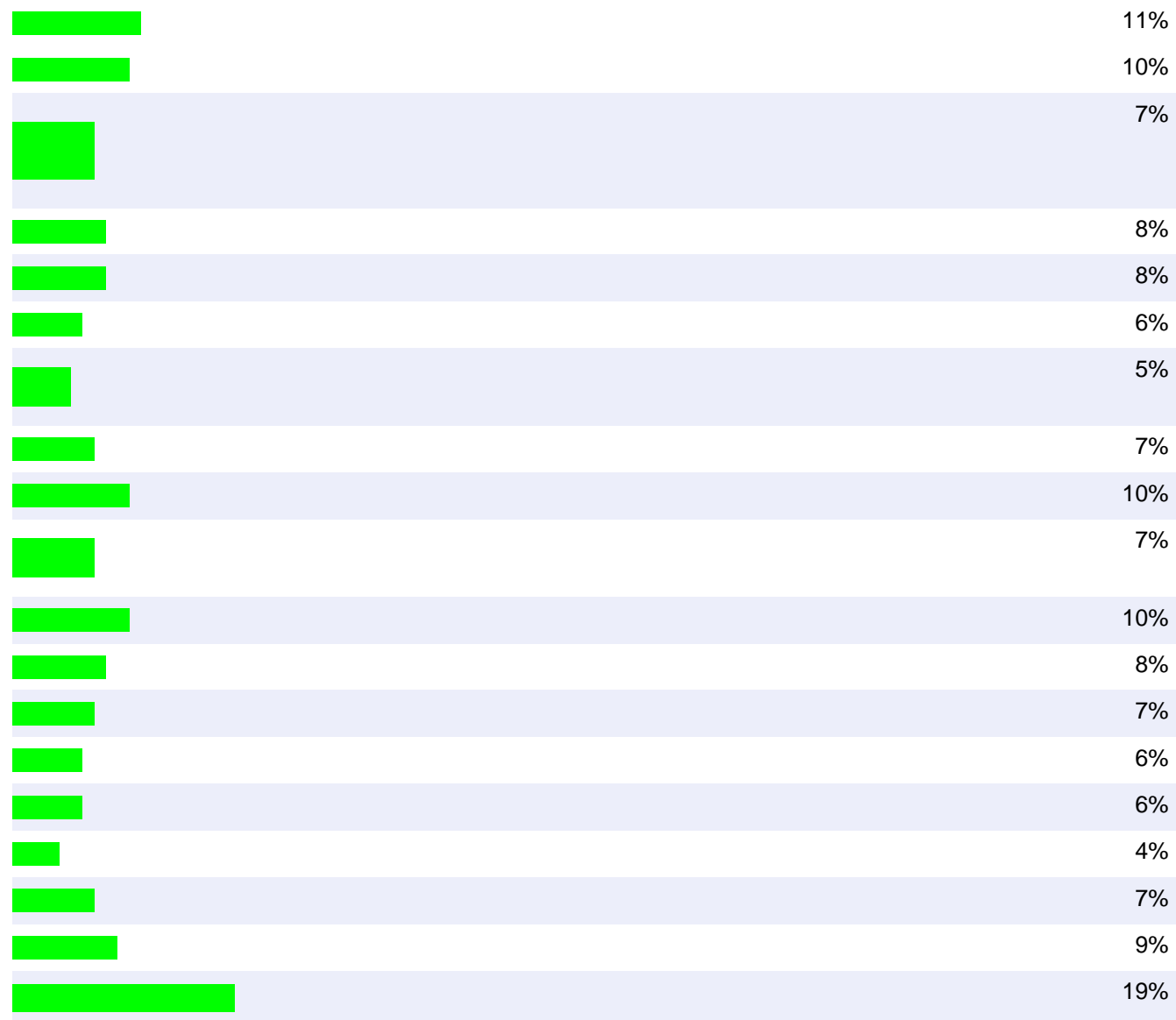
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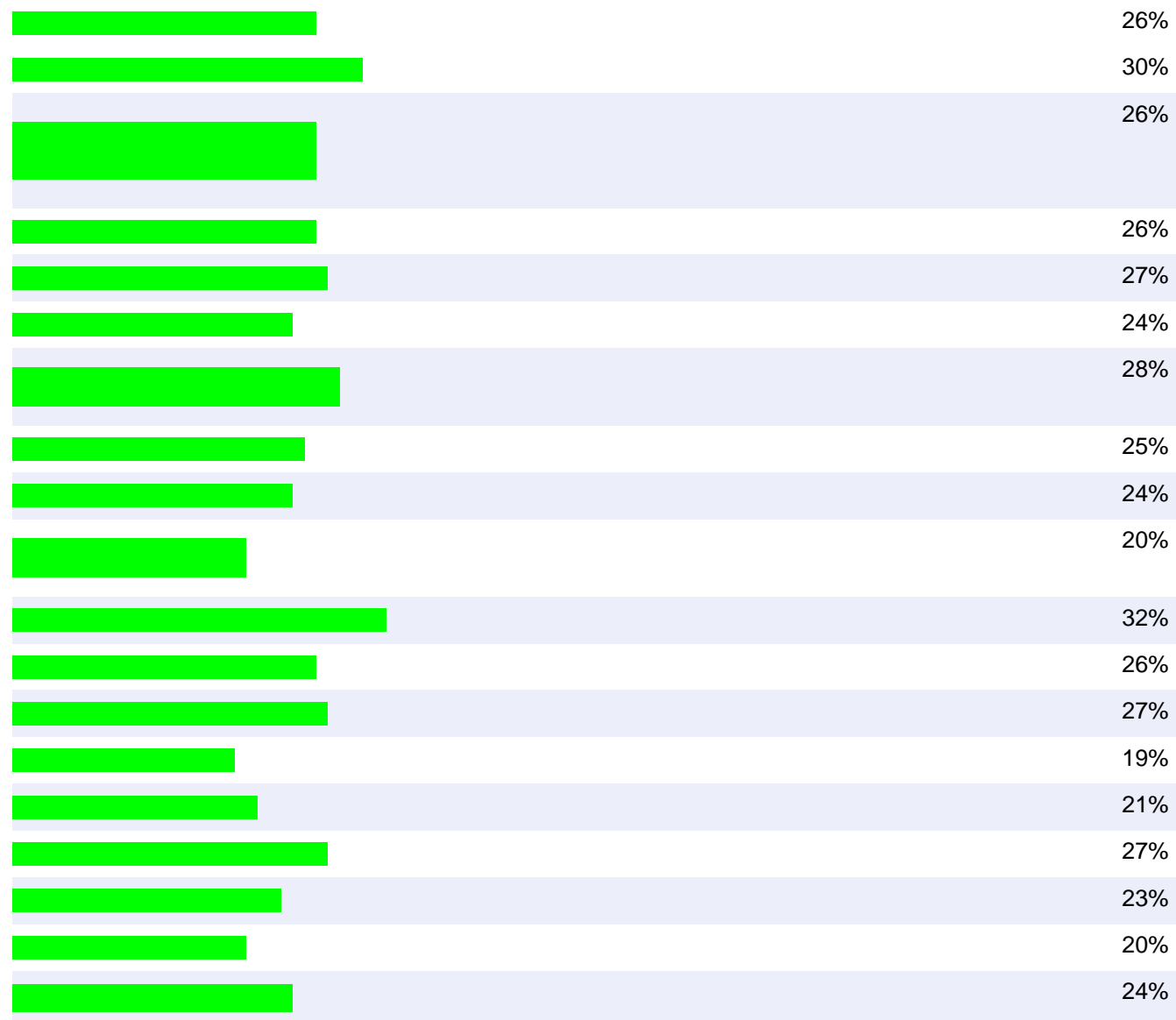
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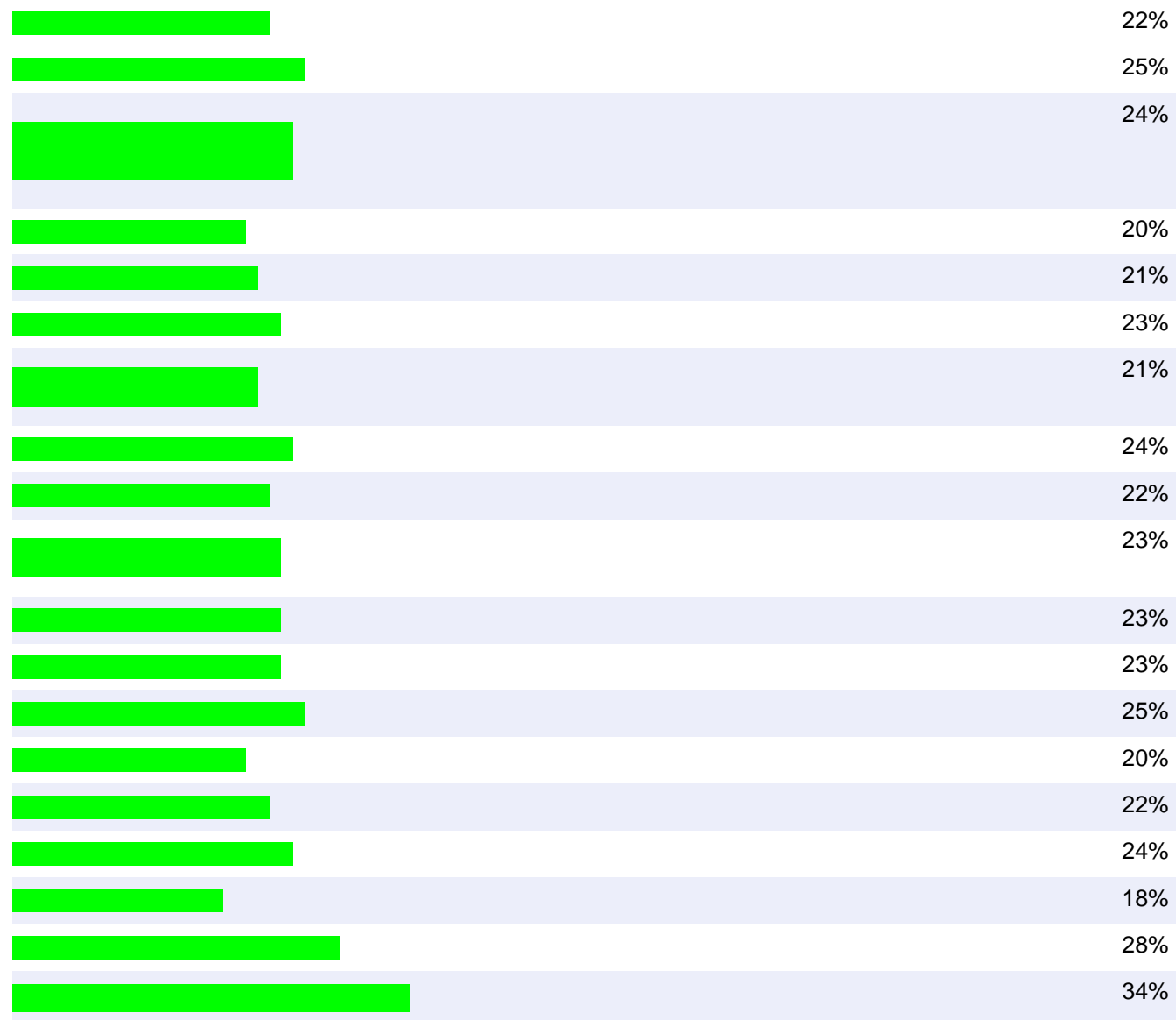
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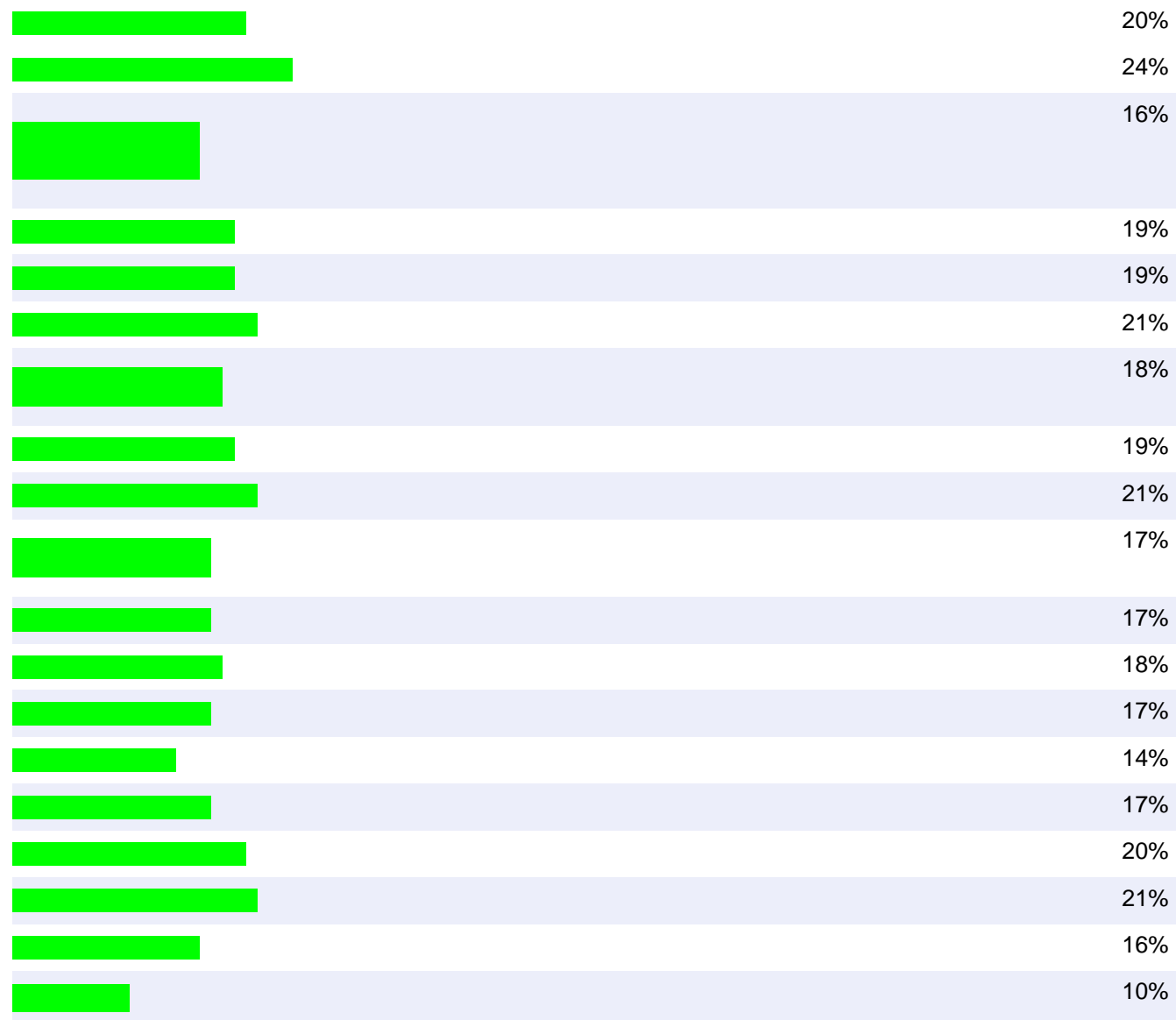
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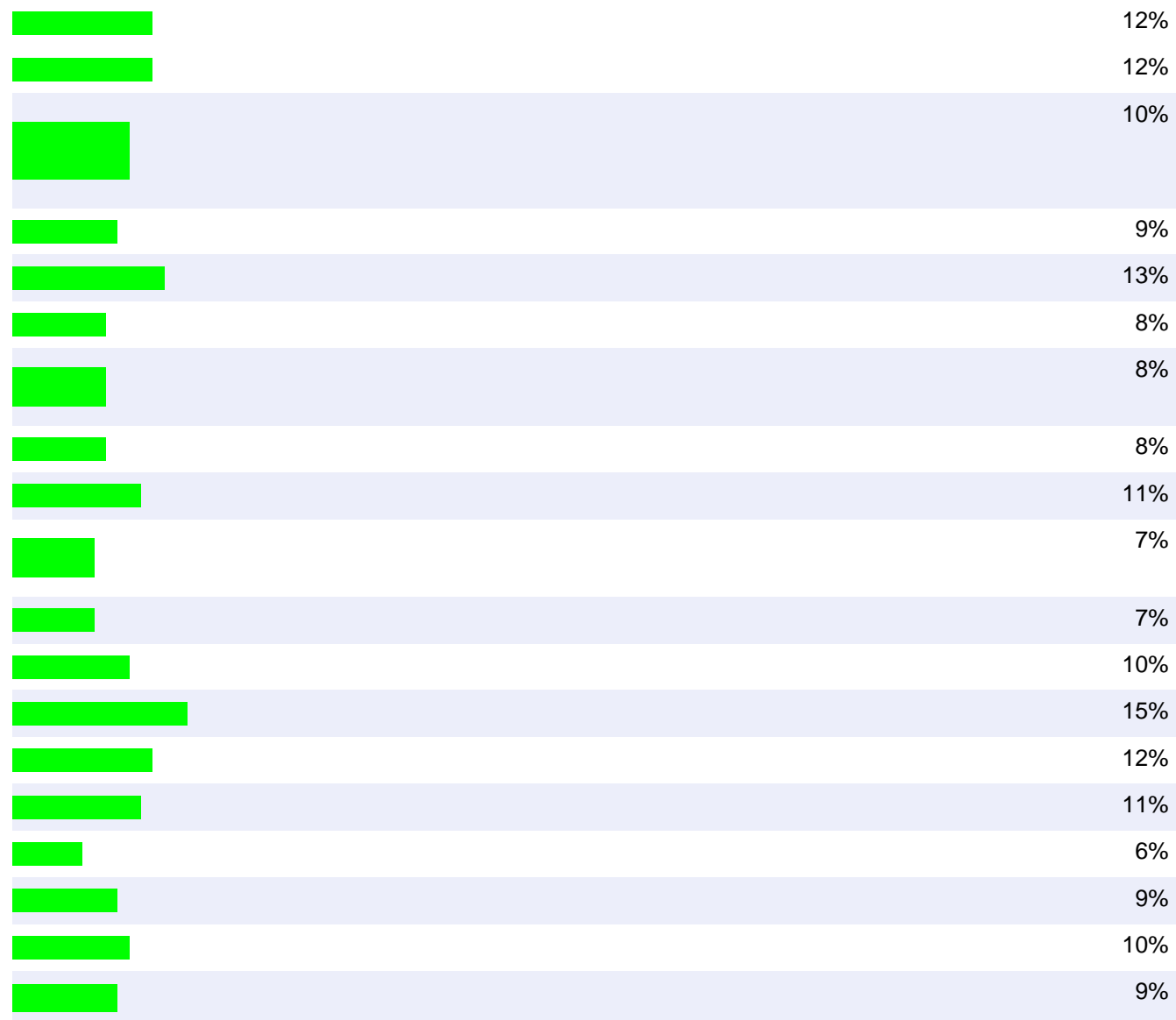
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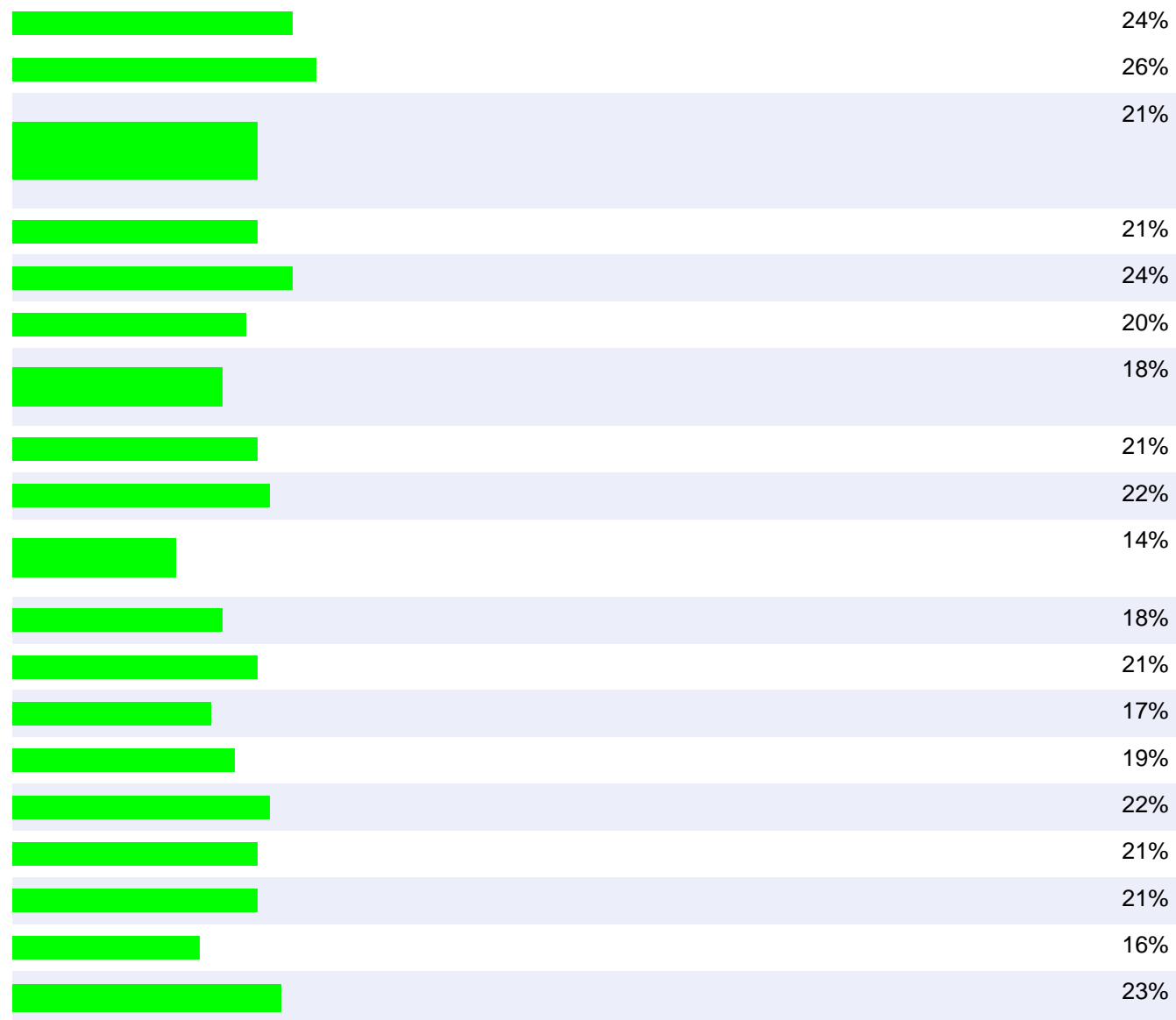
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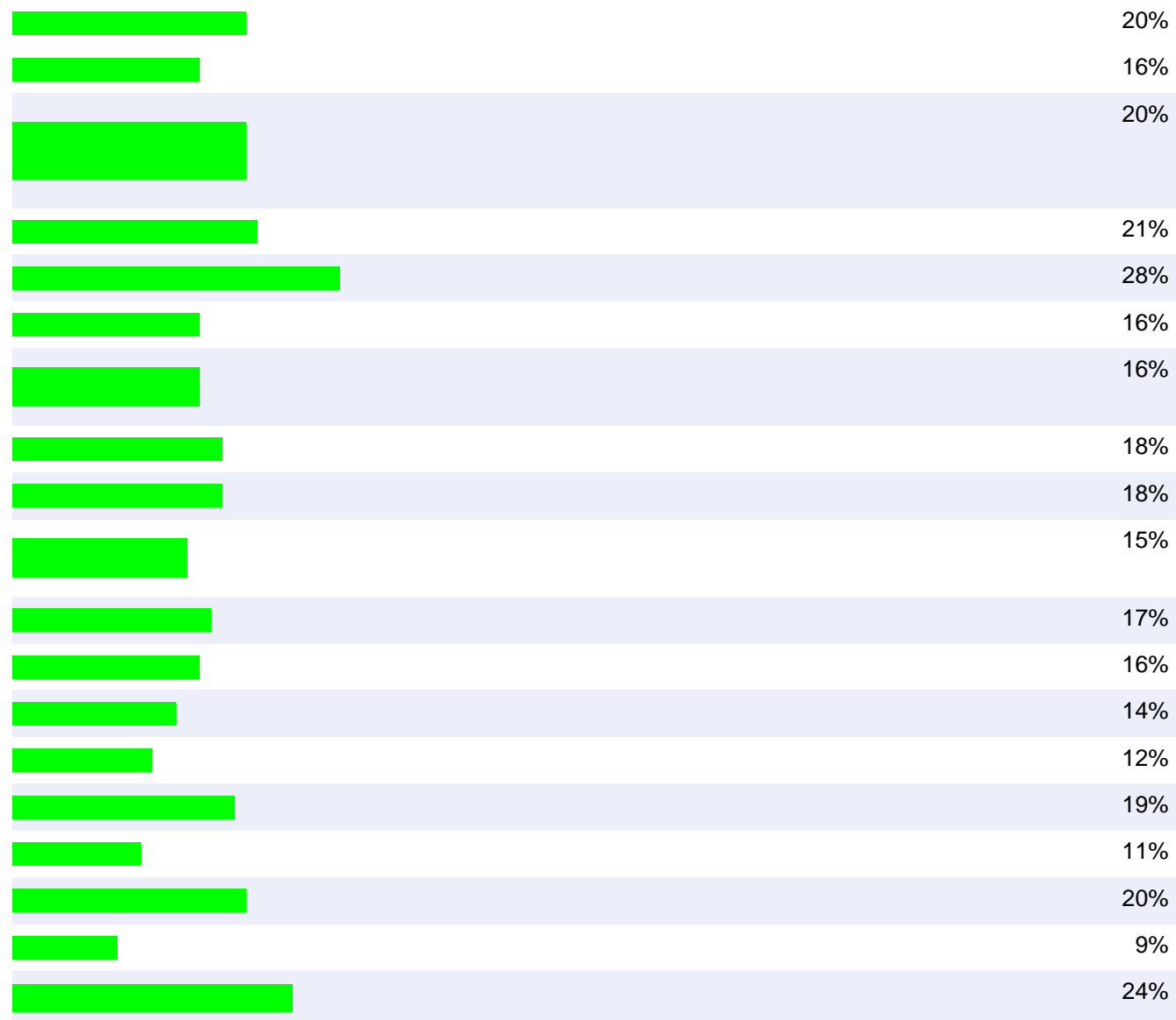
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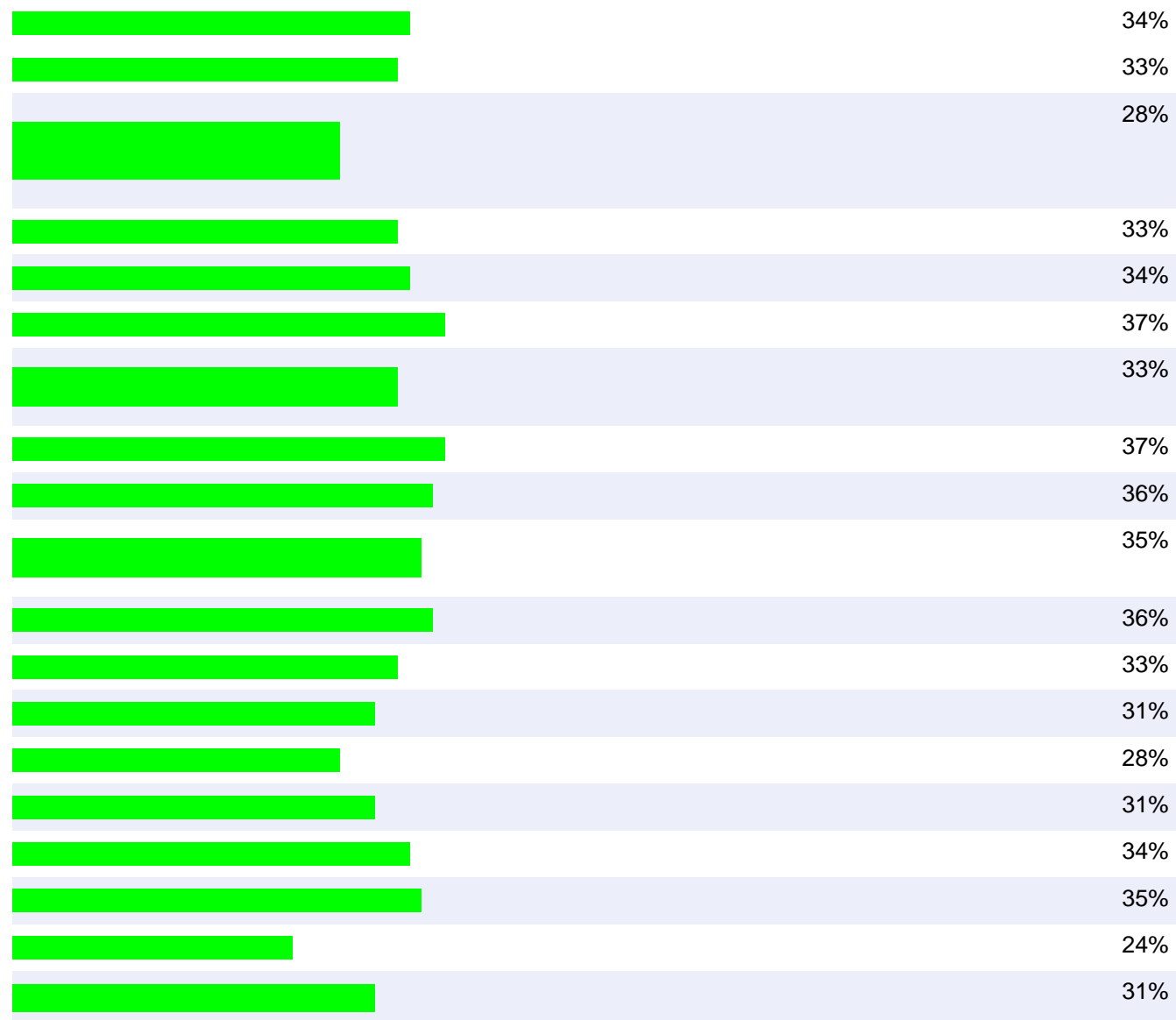
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



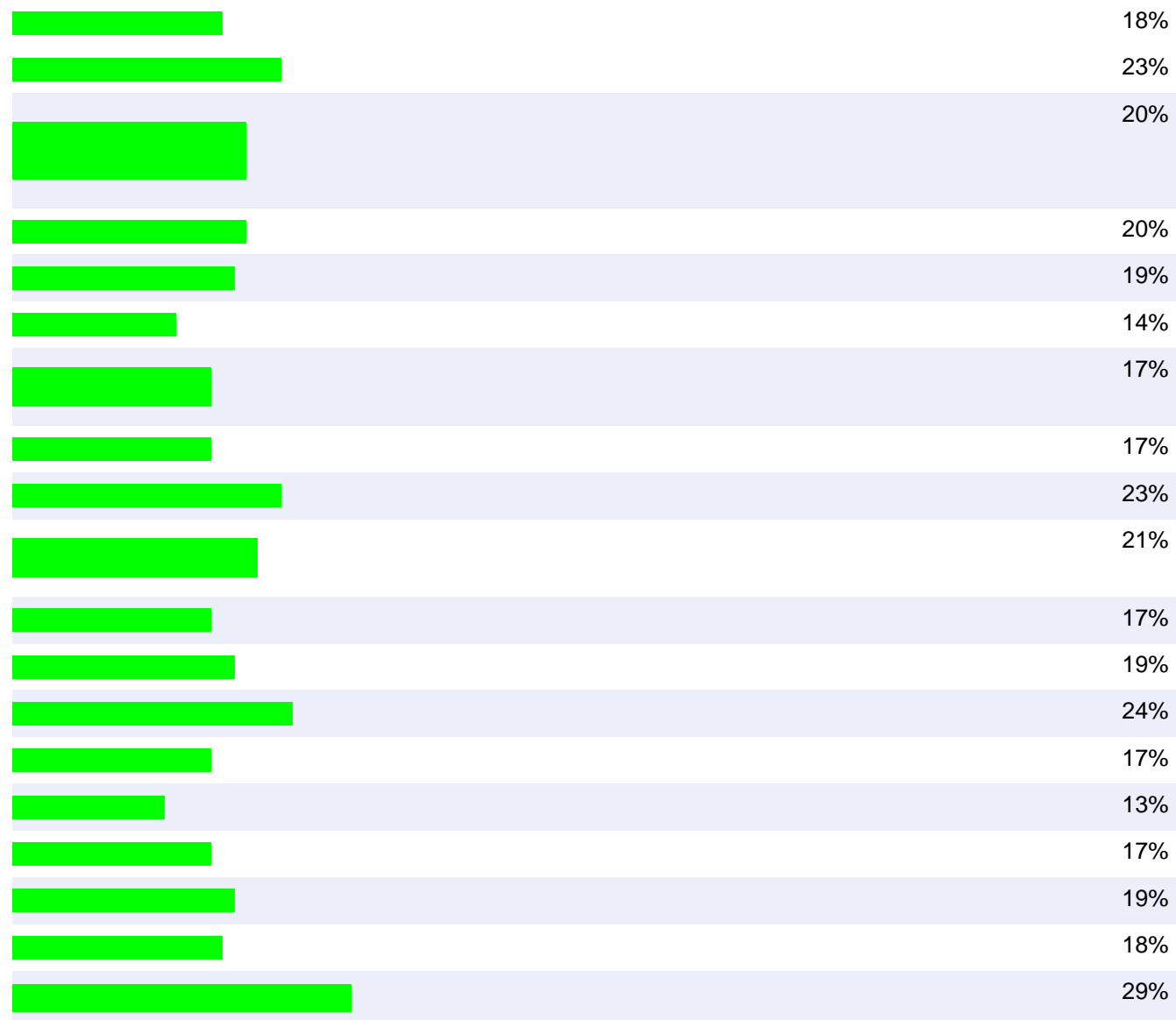
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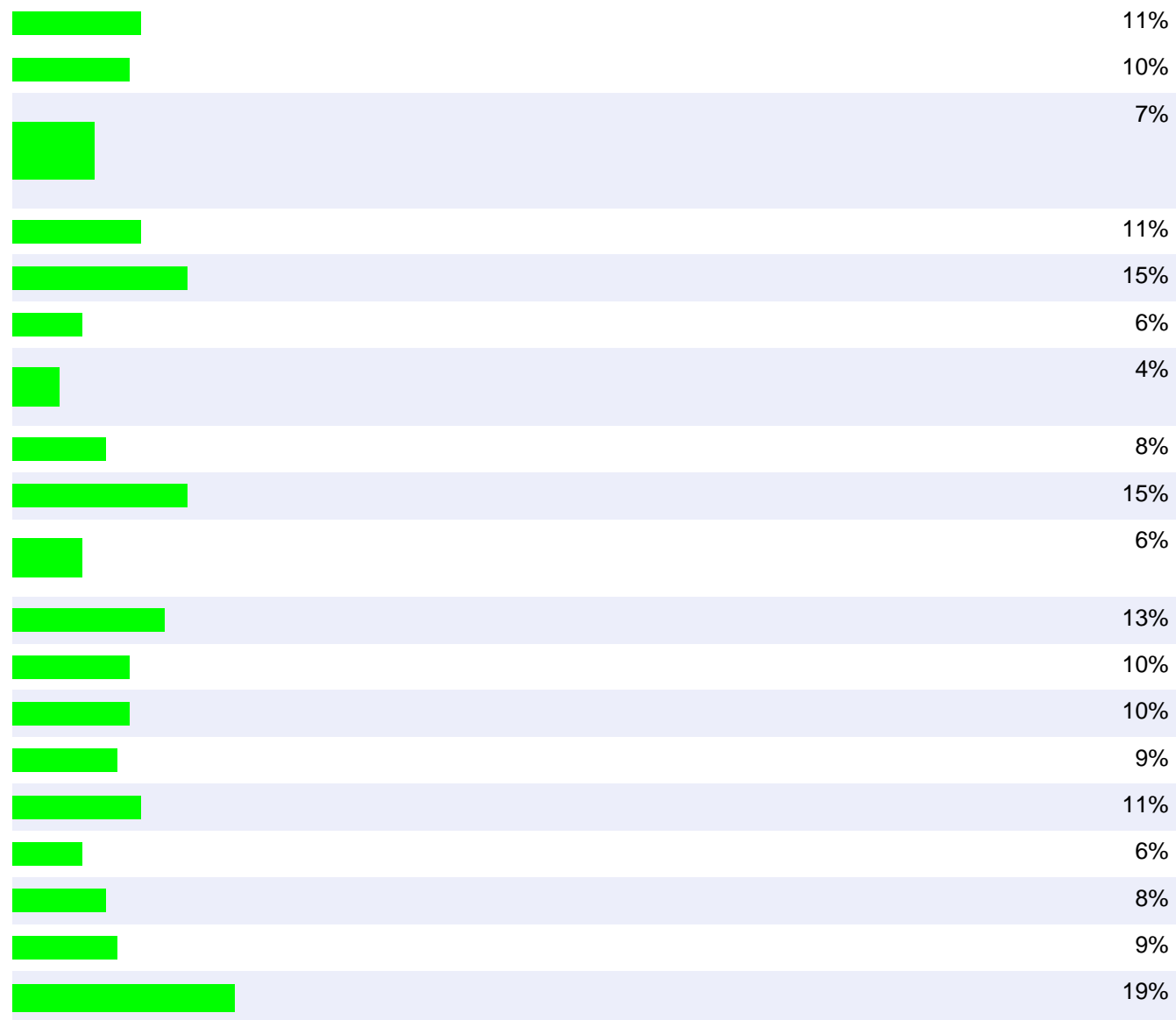
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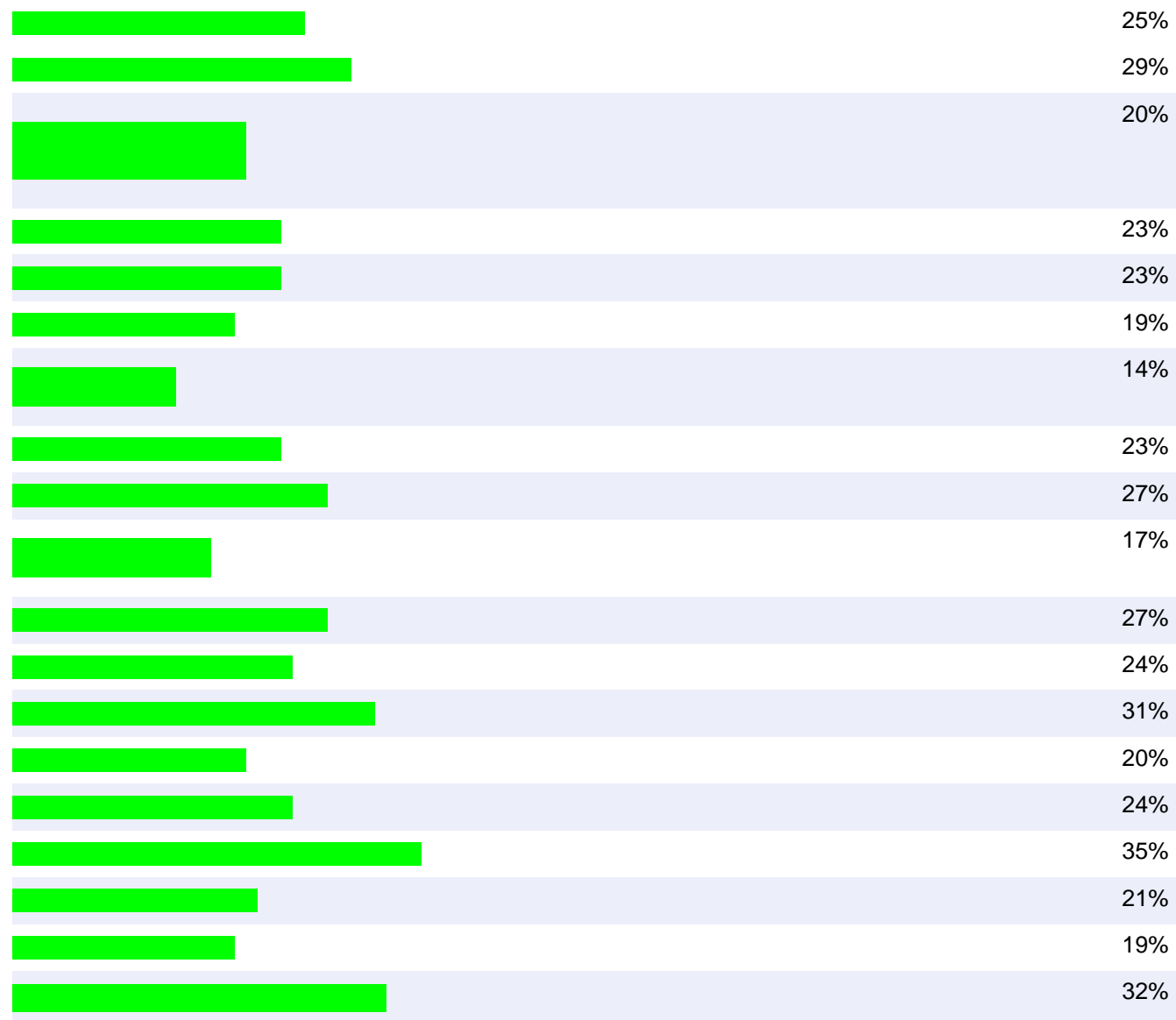
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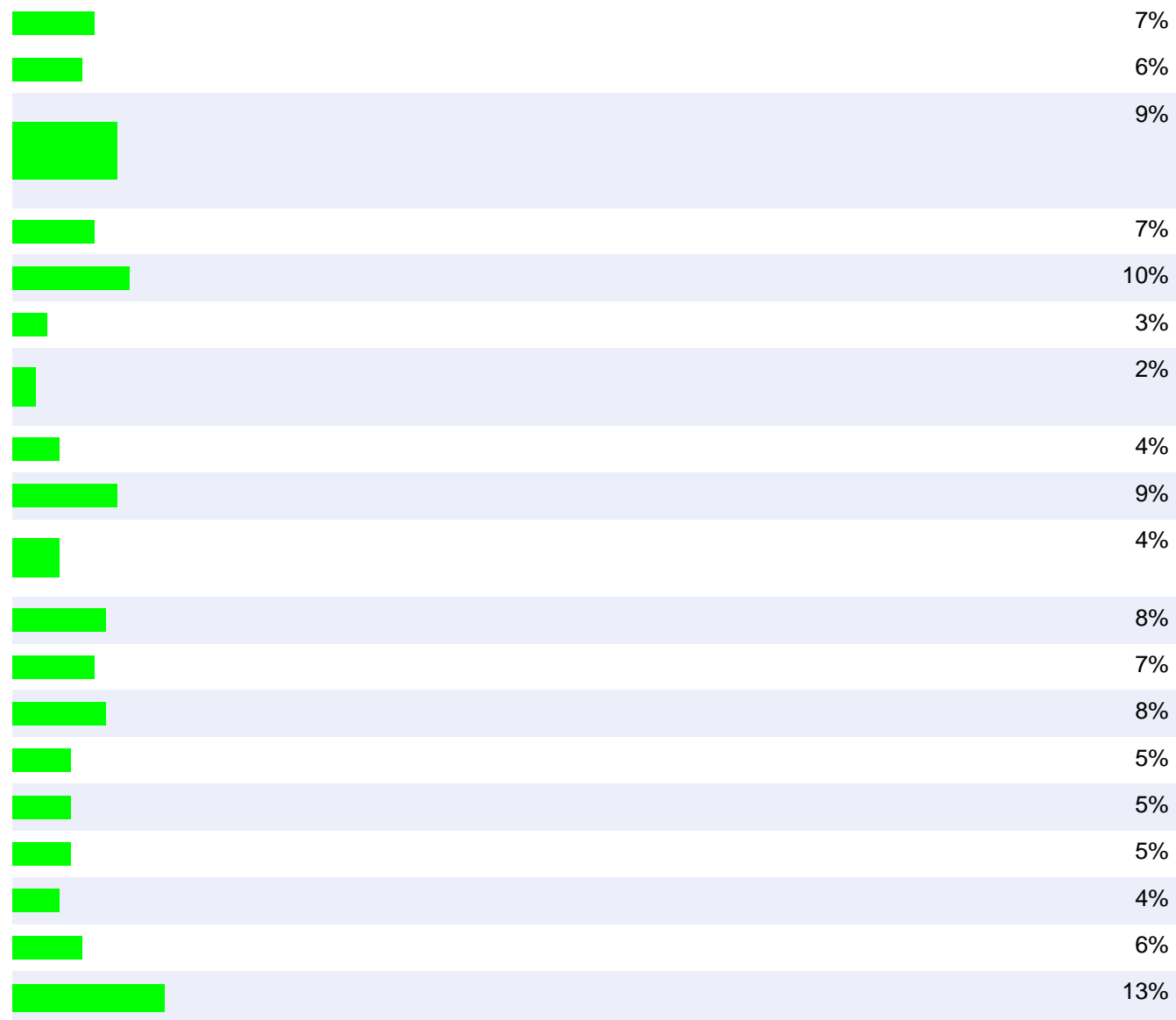
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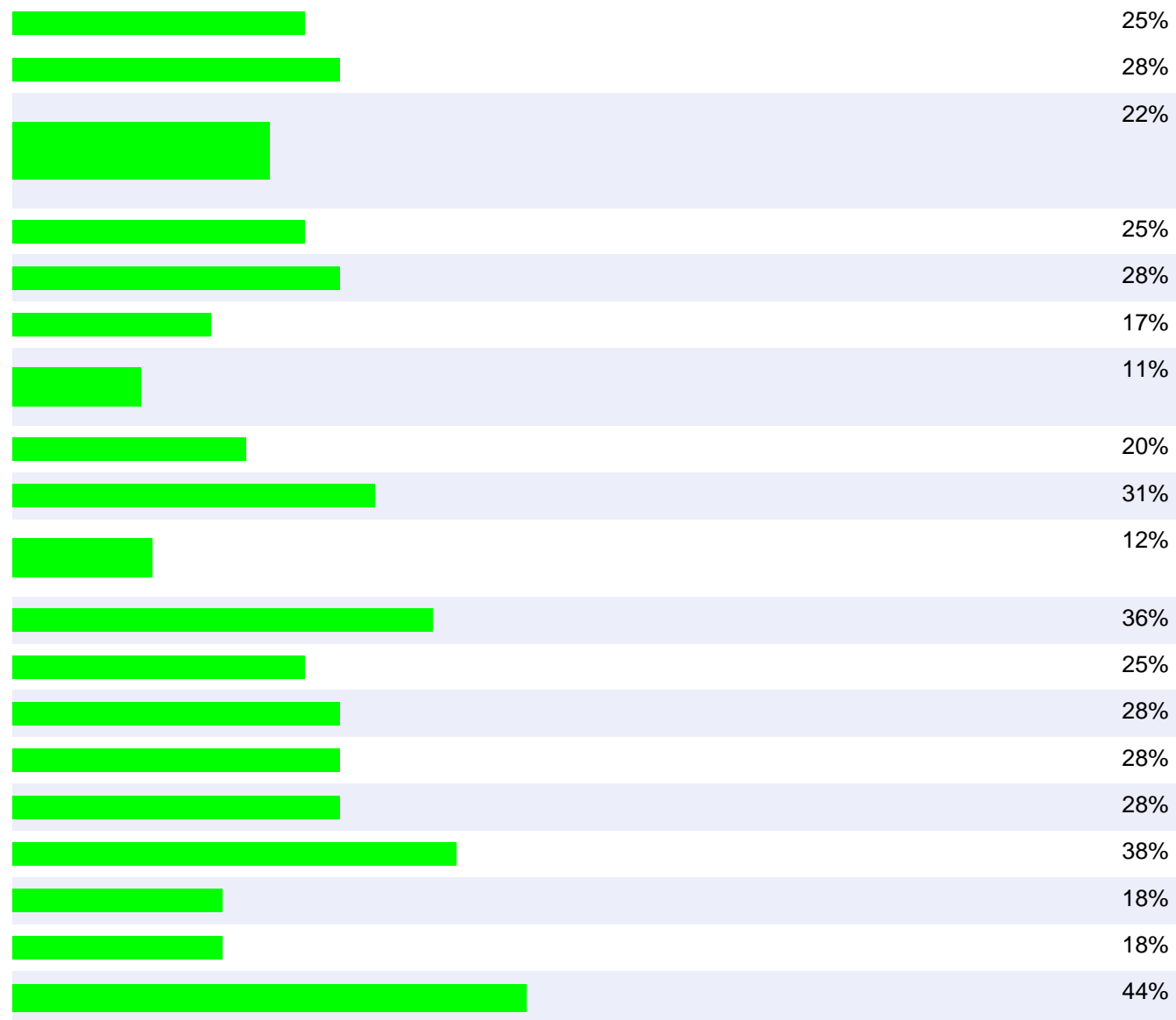
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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300 or more

300 or more

Fewer than 100

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

Between 100 and 299

300 or more

300 or more

Between 100 and 299

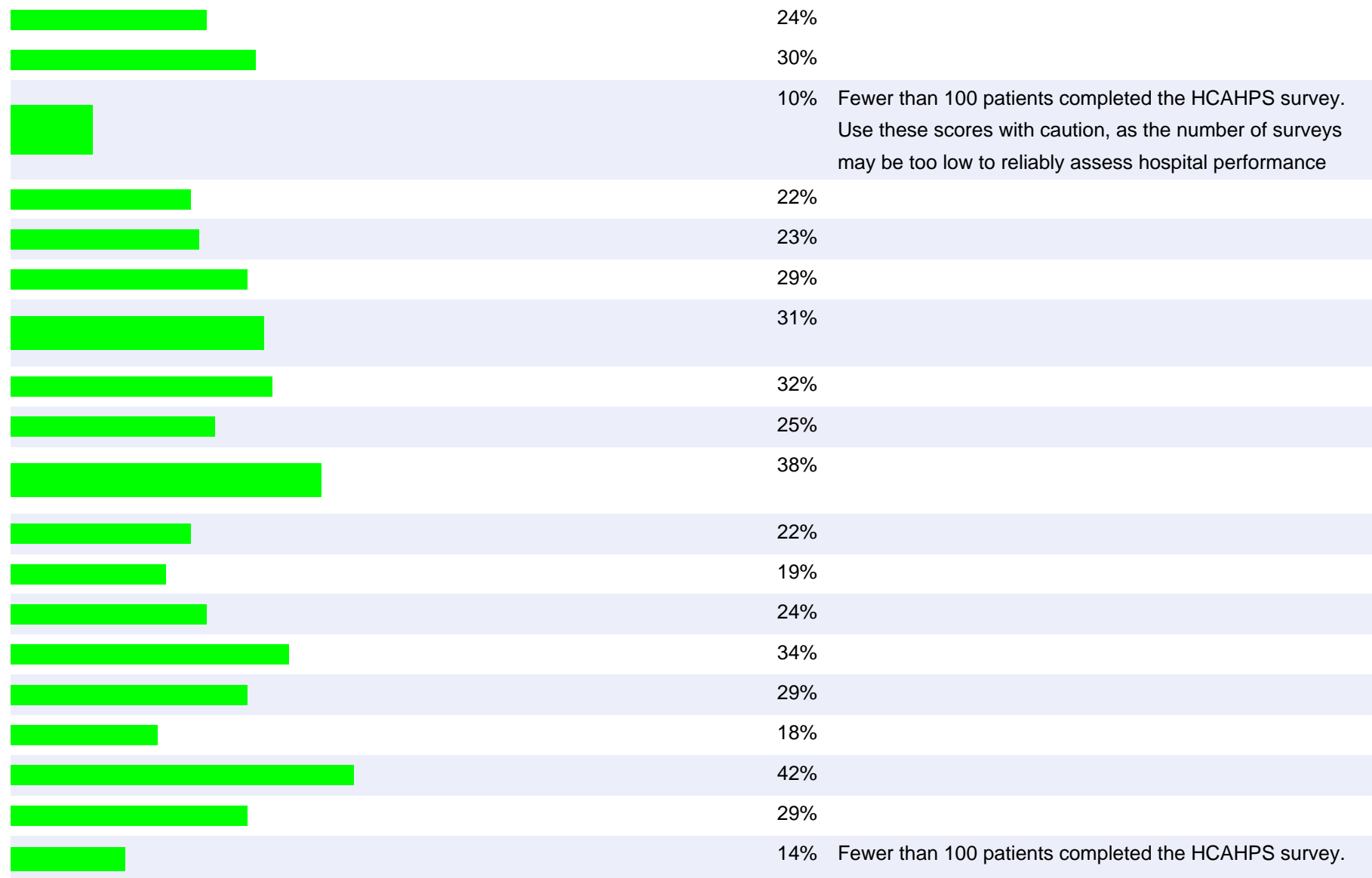
300 or more

300 or more

Fewer than 100

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|        |  |                          |
|--------|--|--------------------------|
| 050211 | ALAMEDA HOSPITAL                               | 2070 CLINTON AVE         |
| 050222 | SHARP CHULA VISTA MEDICAL CENTER               | 751 MEDICAL CENTER COURT |
| 050224 | HOAG MEMORIAL HOSPITAL<br>PRESBYTERIAN         | ONE HOAG DRIVE           |
| 050225 | FEATHER RIVER HOSPITAL                         | 5974 PENTZ ROAD          |
| 050226 | AHMC ANAHEIM REGIONAL MEDICAL<br>CENTER        | 1111 W LA PALMA AVENUE   |
| 050228 | SAN FRANCISCO GENERAL HOSPITAL                 | 1001 POTRERO AVENUE      |
| 050230 | GARDEN GROVE HOSPITAL & MEDICAL<br>CENTER      | 12601 GARDEN GROVE BLVD  |
| 050231 | POMONA VALLEY HOSPITAL MEDICAL<br>CENTER       | 1798 N GAREY AVE         |
| 050232 | FRENCH HOSPITAL MEDICAL CENTER                 | 1911 JOHNSON AVE         |
| 050234 | SHARP CORONADO HOSPITAL AND HLTHCR<br>CTR      | 250 PROSPECT PLACE       |
| 050235 | PROVIDENCE SAINT JOSEPH MEDICAL CTR            | 501 SOUTH BUENA VISTA    |
| 050236 | SIMI VALLEY HOSPITAL & HEALTH CARE<br>SERVICES | 2975 N SYCAMORE DR       |
| 050238 | METHODIST HOSPITAL OF SOUTHERN CA              | 300 W HUNTINGTON DR      |
| 050239 | GLENDALE ADVENTIST MEDICAL CENTER              | 1509 E WILSON TERRACE    |
| 050242 | DOMINICAN HOSPITAL                             | 1555 SOQUEL DRIVE        |
| 050243 | DESERT REGIONAL MEDICAL CENTER                 | 1150 NORTH INDIAN CANYON |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|  |                 |    |
|--|-----------------|----|
|  |                 |    |
|  | ALAMEDA         | CA |
|  | CHULA VISTA     | CA |
|  | NEWPORT BEACH   | CA |
|  | PARADISE        | CA |
|  | ANAHEIM         | CA |
|  | SAN FRANCISCO   | CA |
|  | GARDEN GROVE    | CA |
|  | POMONA          | CA |
|  | SAN LUIS OBISPO | CA |
|  | CORONADO        | CA |
|  | BURBANK         | CA |
|  | SIMI VALLEY     | CA |
|  | ARCADIA         | CA |
|  | GLENDALE        | CA |
|  | SANTA CRUZ      | CA |
|  | PALM SPRINGS    | CA |

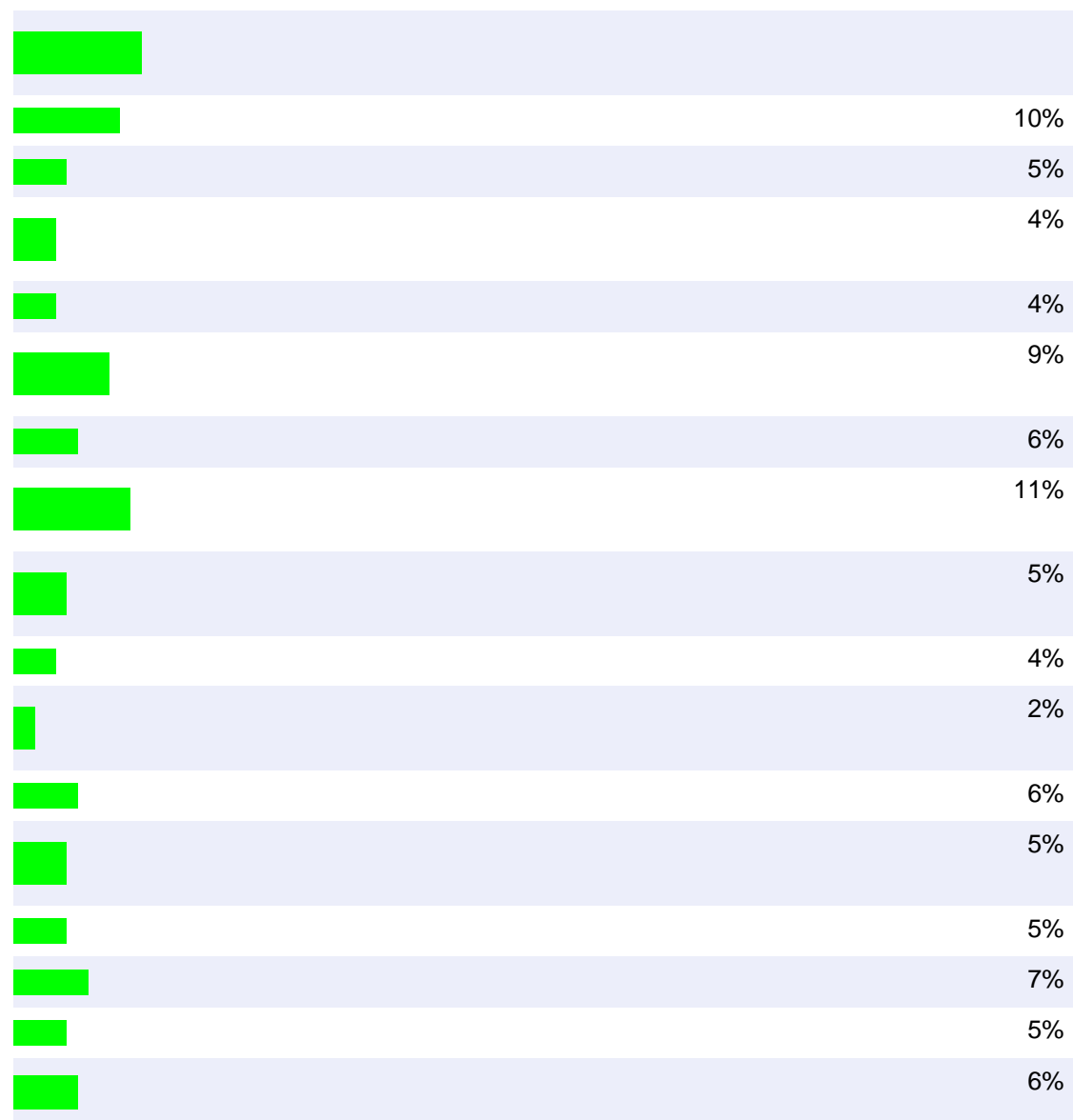
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|       |                 |            |
|-------|-----------------|------------|
| 94501 | ALAMEDA         | 5105223700 |
| 91911 | SAN DIEGO       | 6195025800 |
| 92663 | ORANGE          | 9496458600 |
| 95969 | BUTTE           | 5308779361 |
| 92801 | ORANGE          | 7147741450 |
| 94110 | SAN FRANCISCO   | 4152068000 |
| 92843 | ORANGE          | 7145375160 |
| 91767 | LOS ANGELES     | 9098659500 |
| 93401 | SAN LUIS OBISPO | 8055435353 |
| 92118 | SAN DIEGO       | 6194356251 |
| 91505 | LOS ANGELES     | 8188435111 |
| 93065 | VENTURA         | 8059556000 |
| 91006 | LOS ANGELES     | 6264454441 |
| 91206 | LOS ANGELES     | 8184098202 |
| 95065 | SANTA CRUZ      | 8314627700 |
| 92262 | RIVERSIDE       | 7603236511 |

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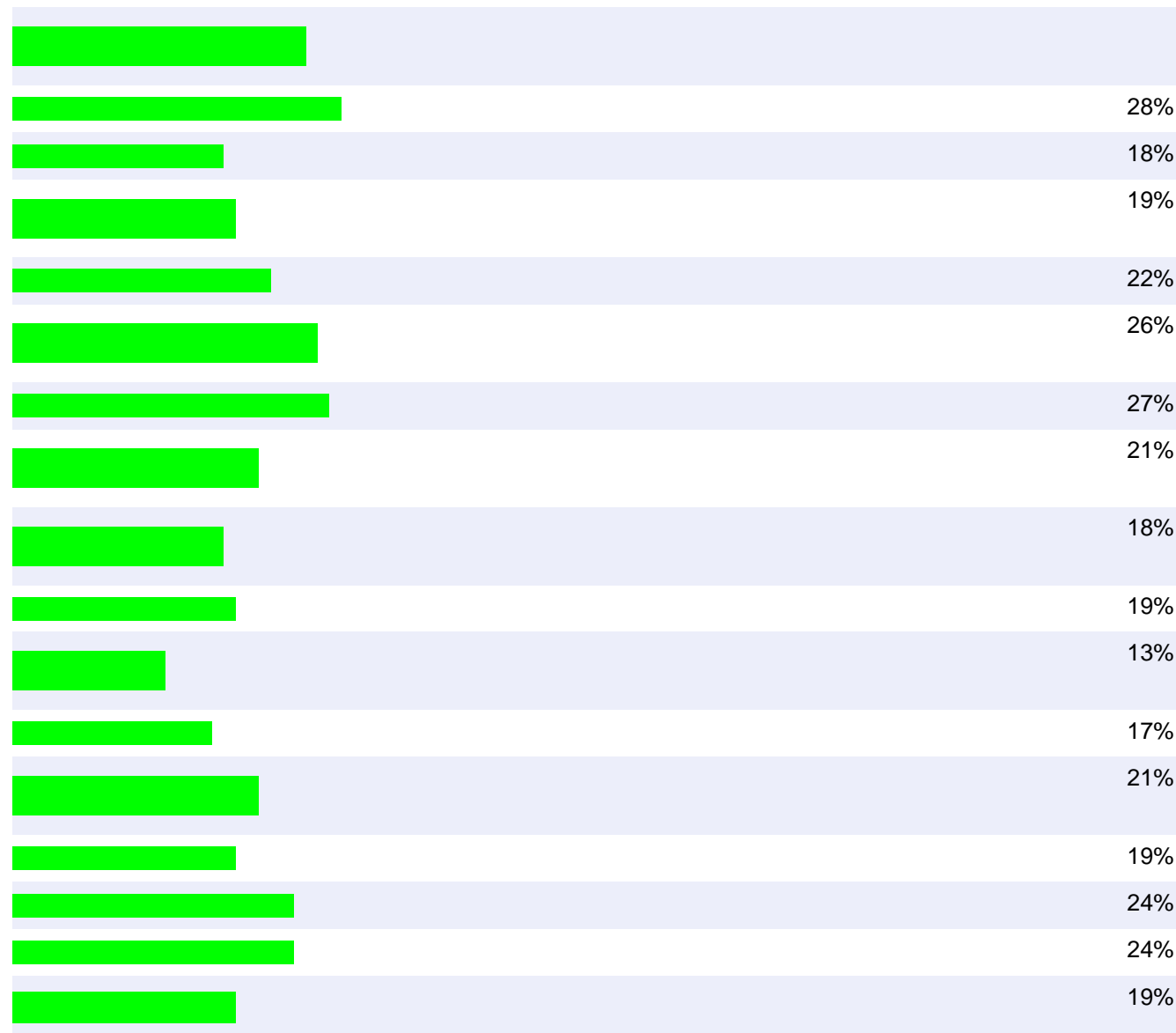
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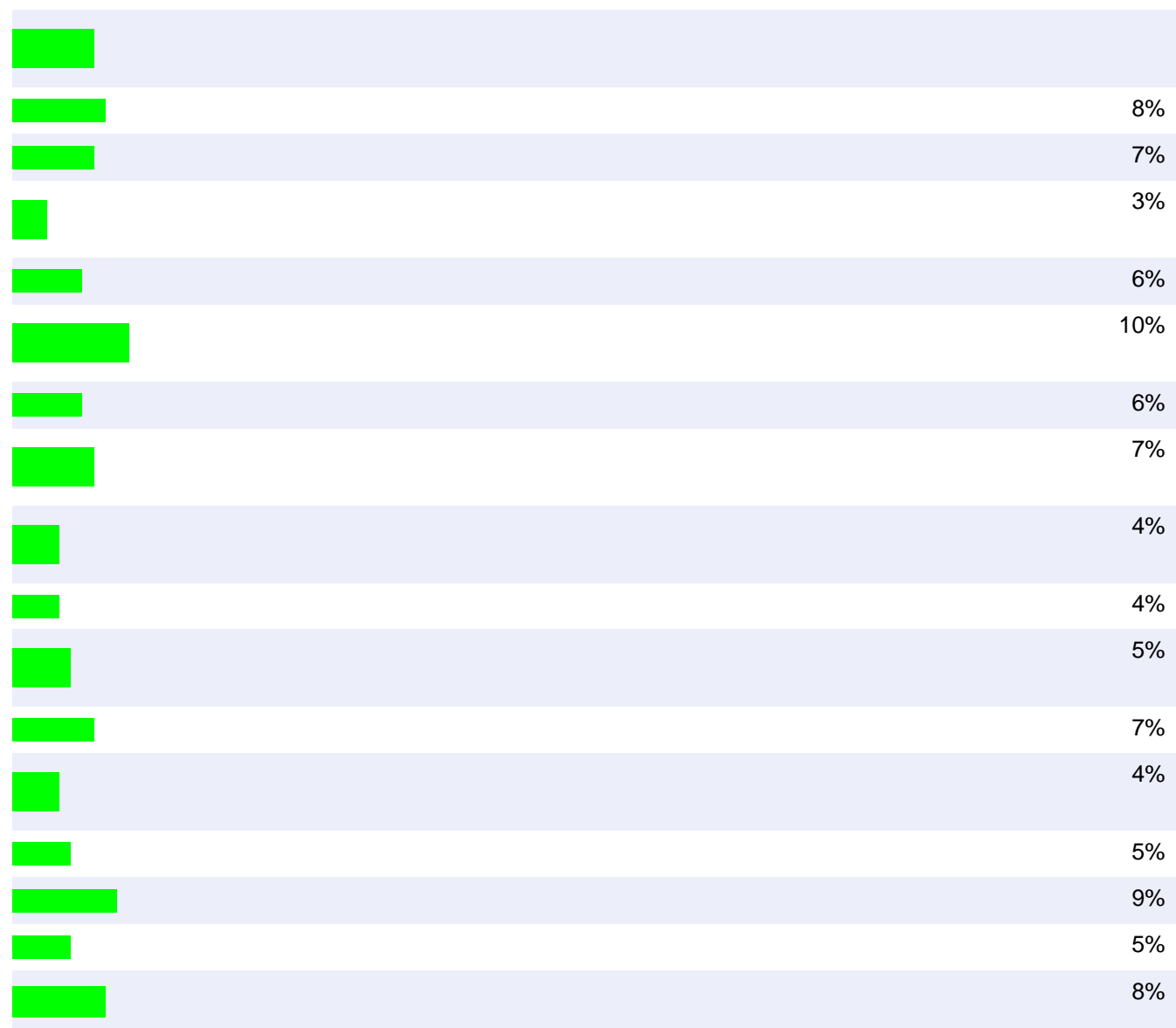
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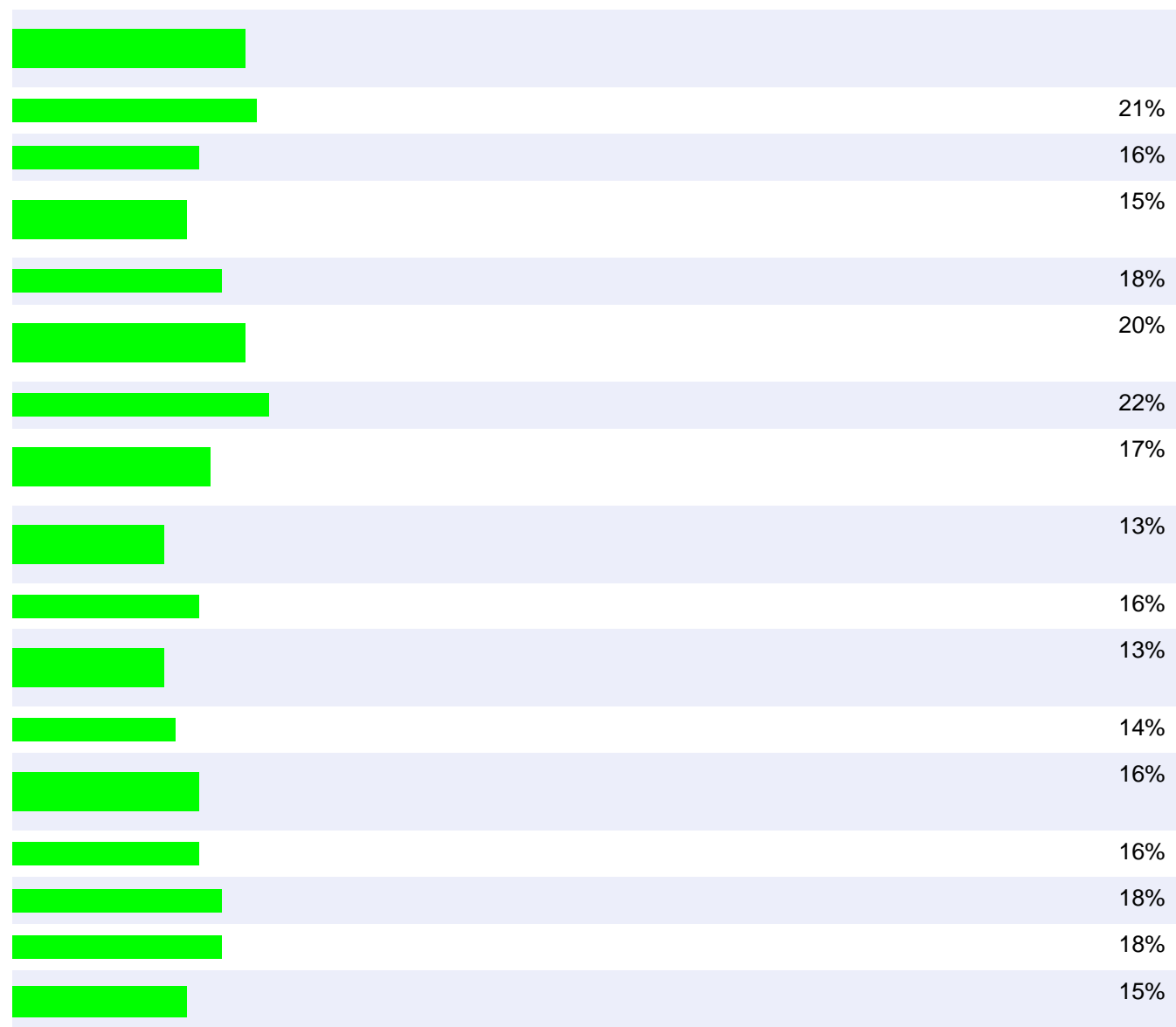
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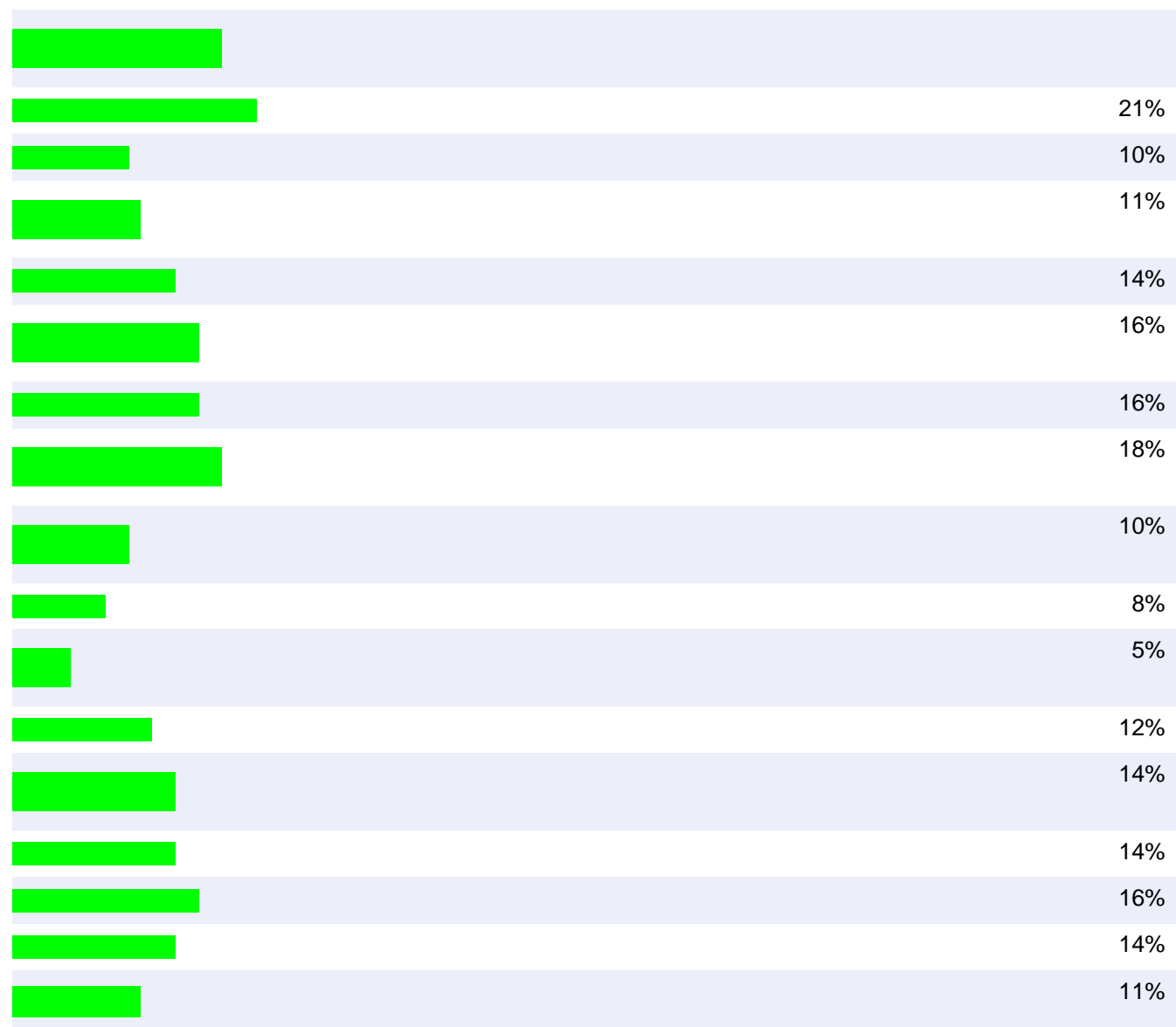
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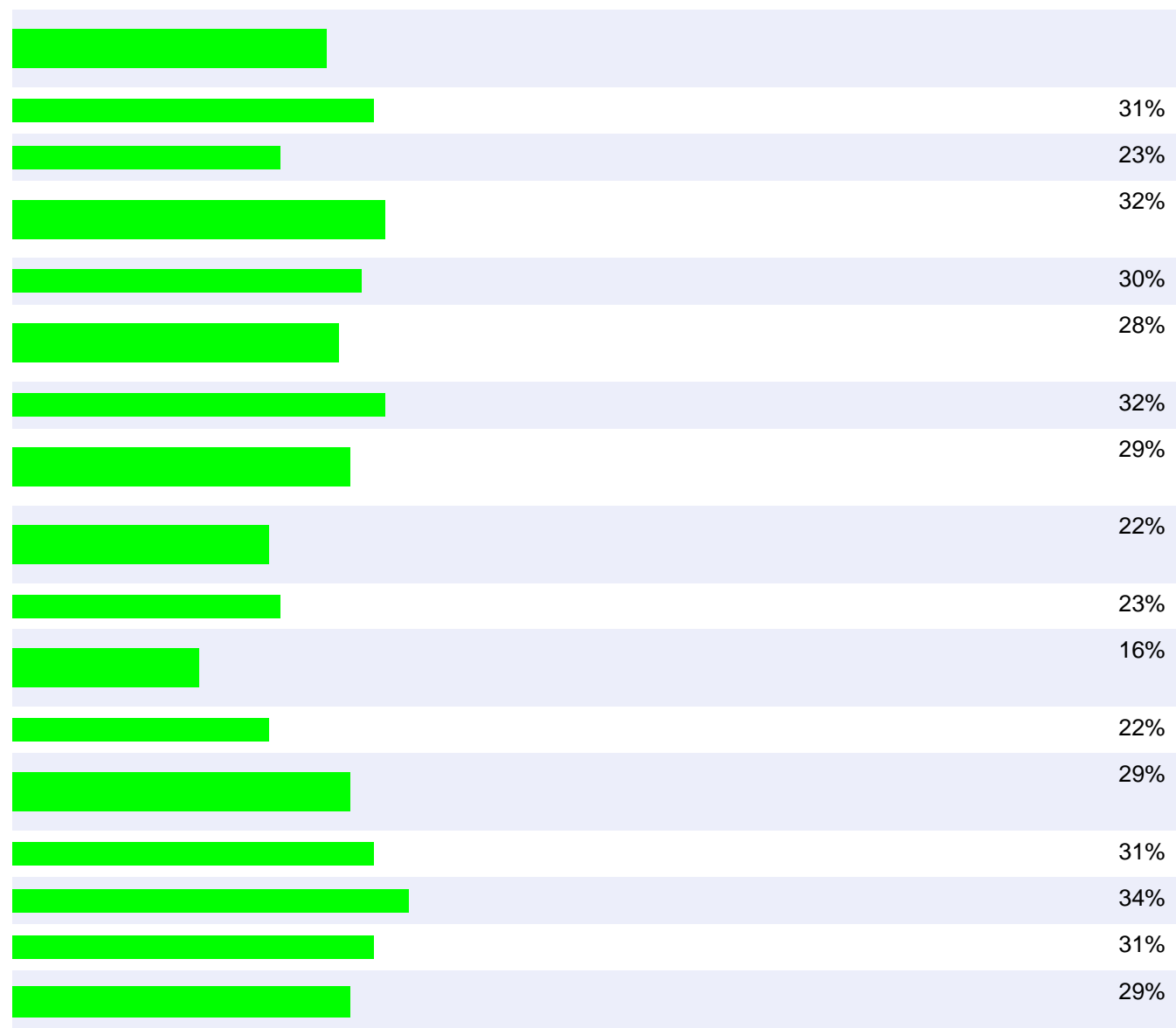
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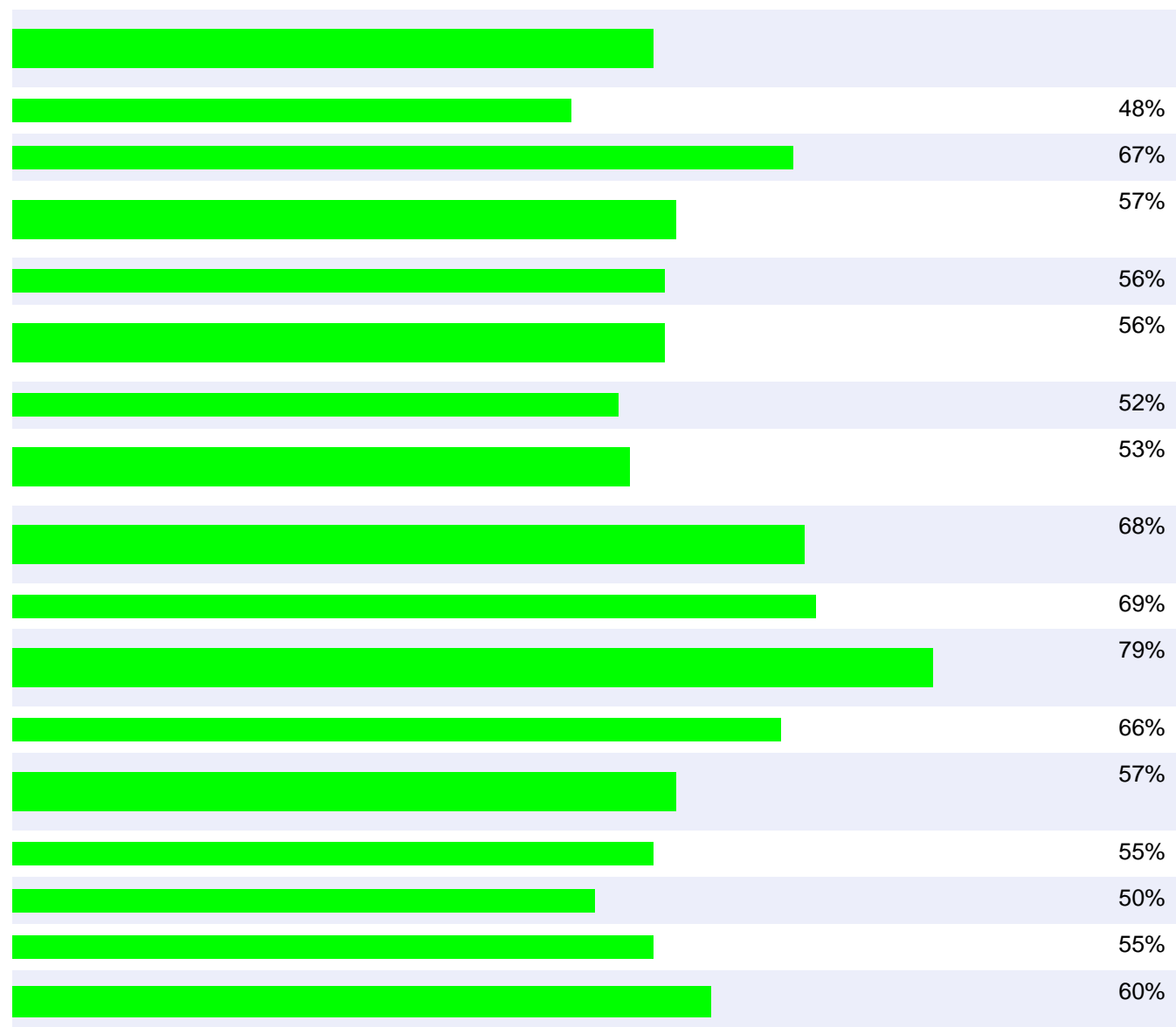
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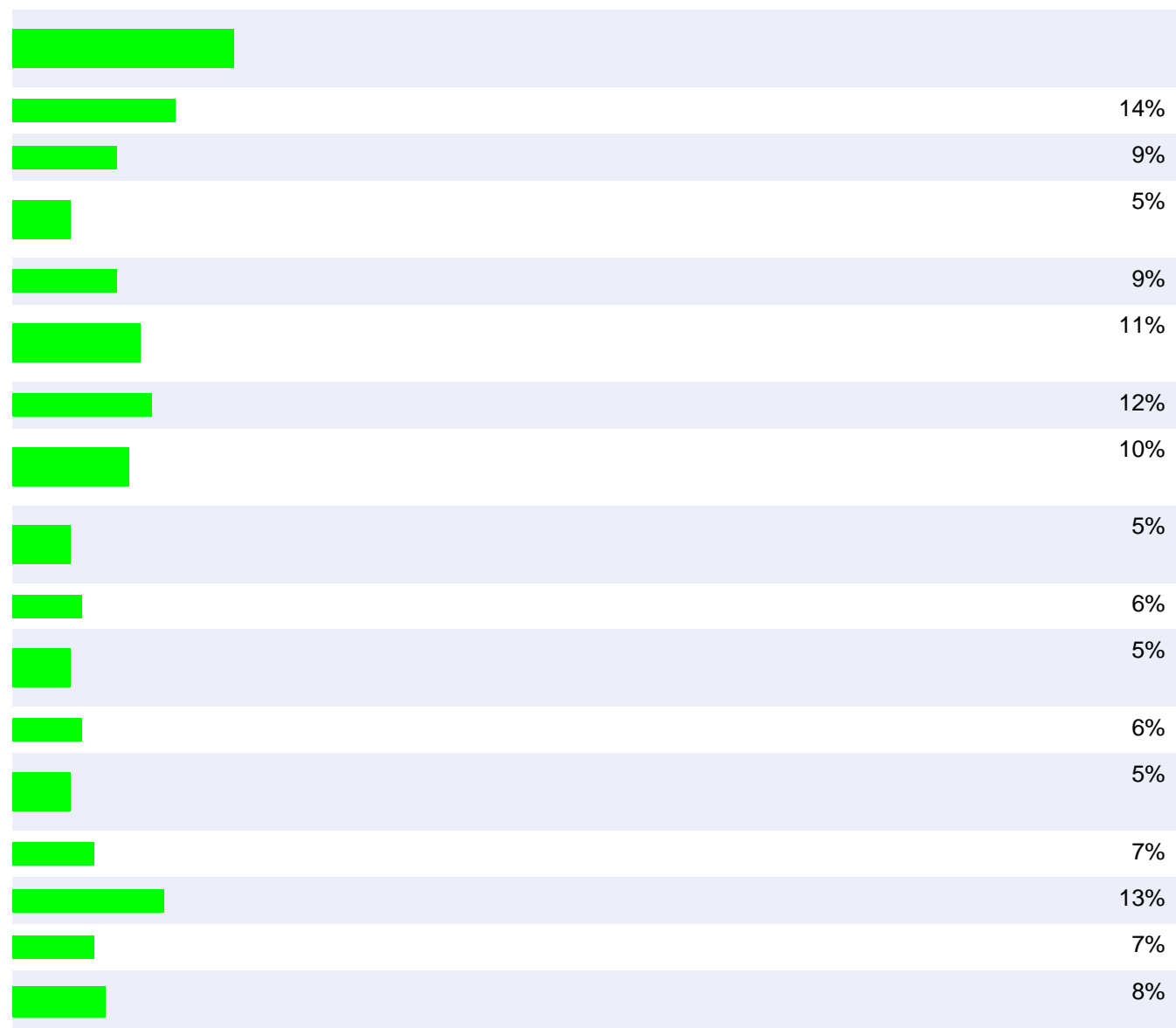
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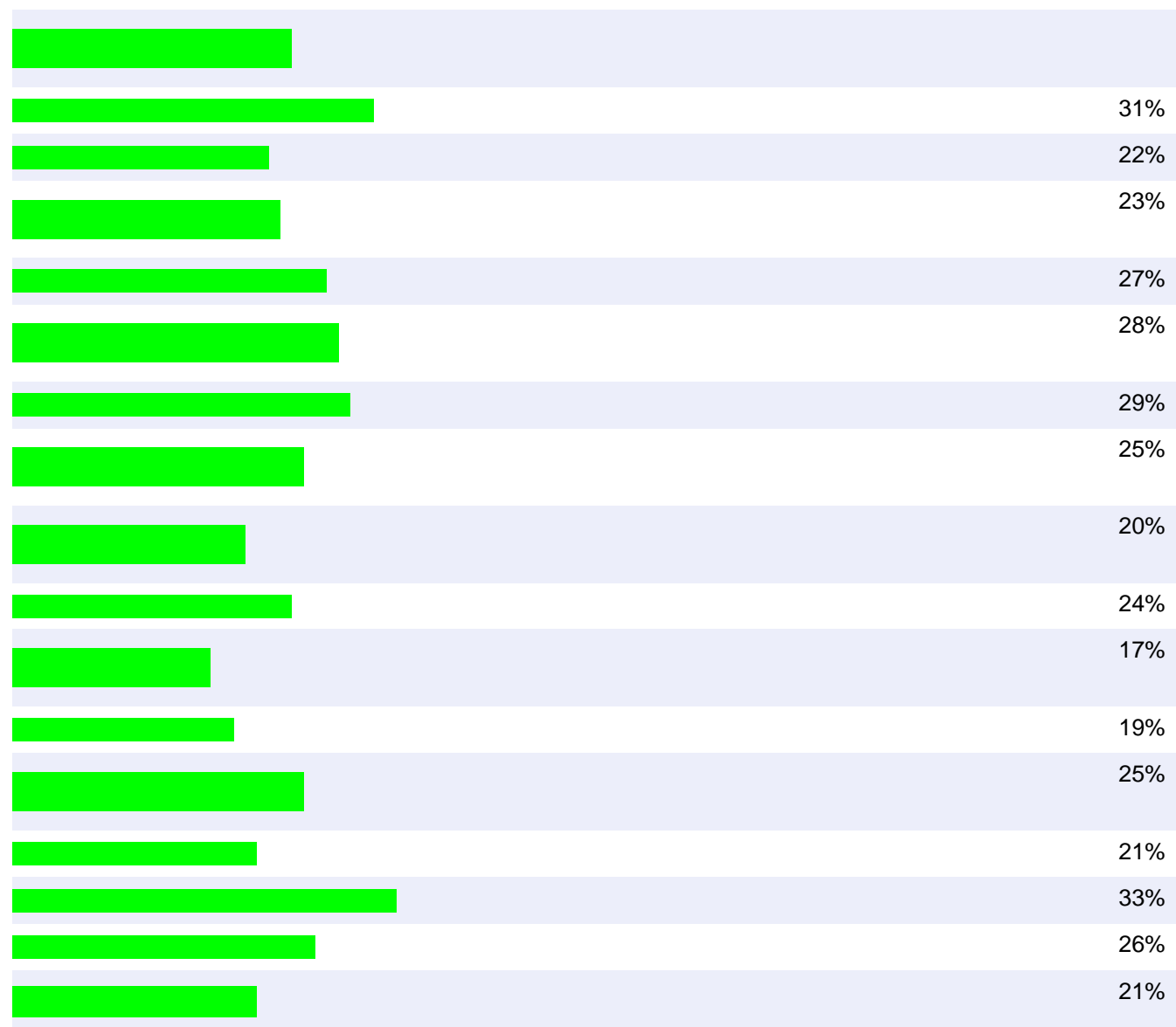
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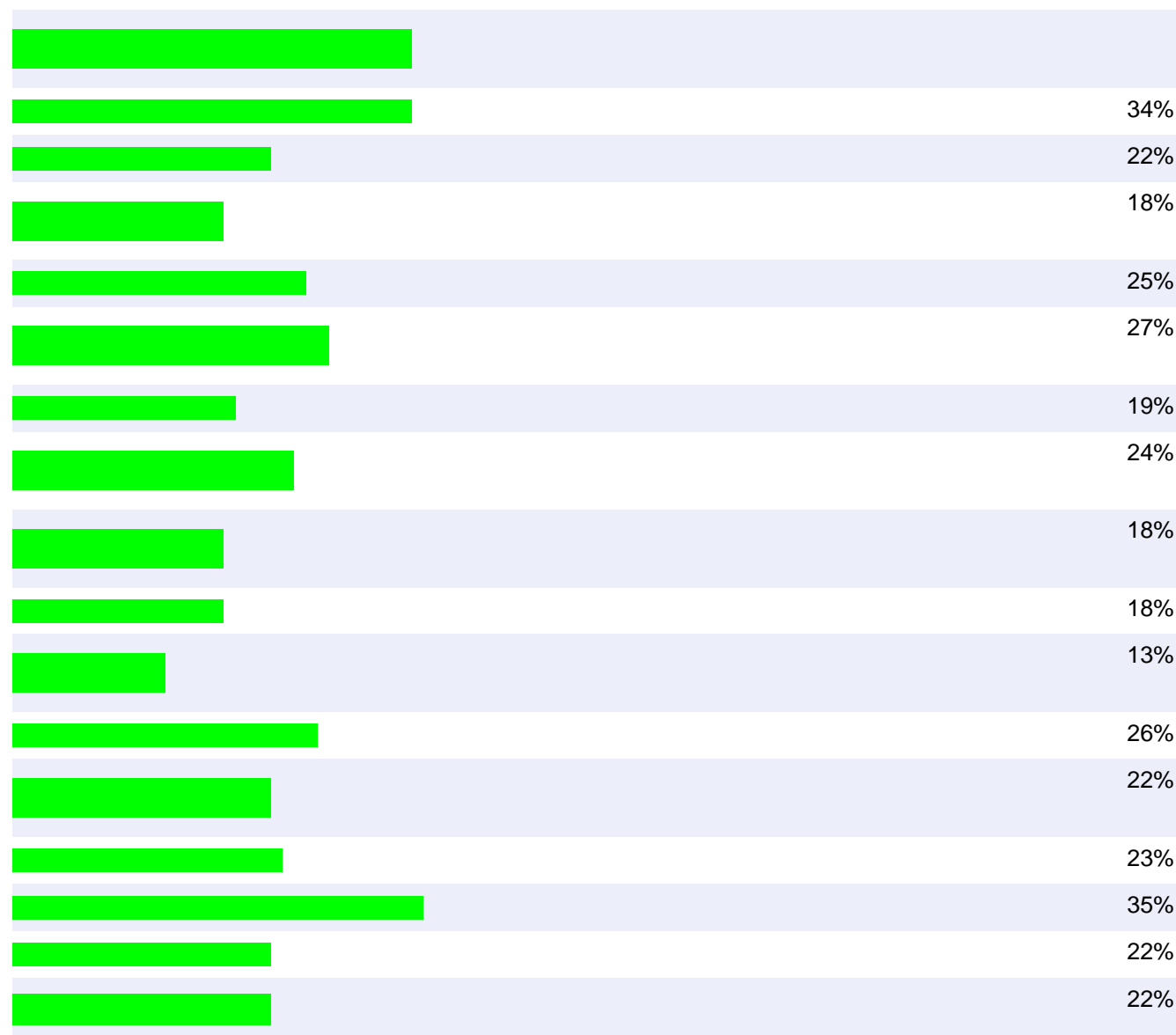
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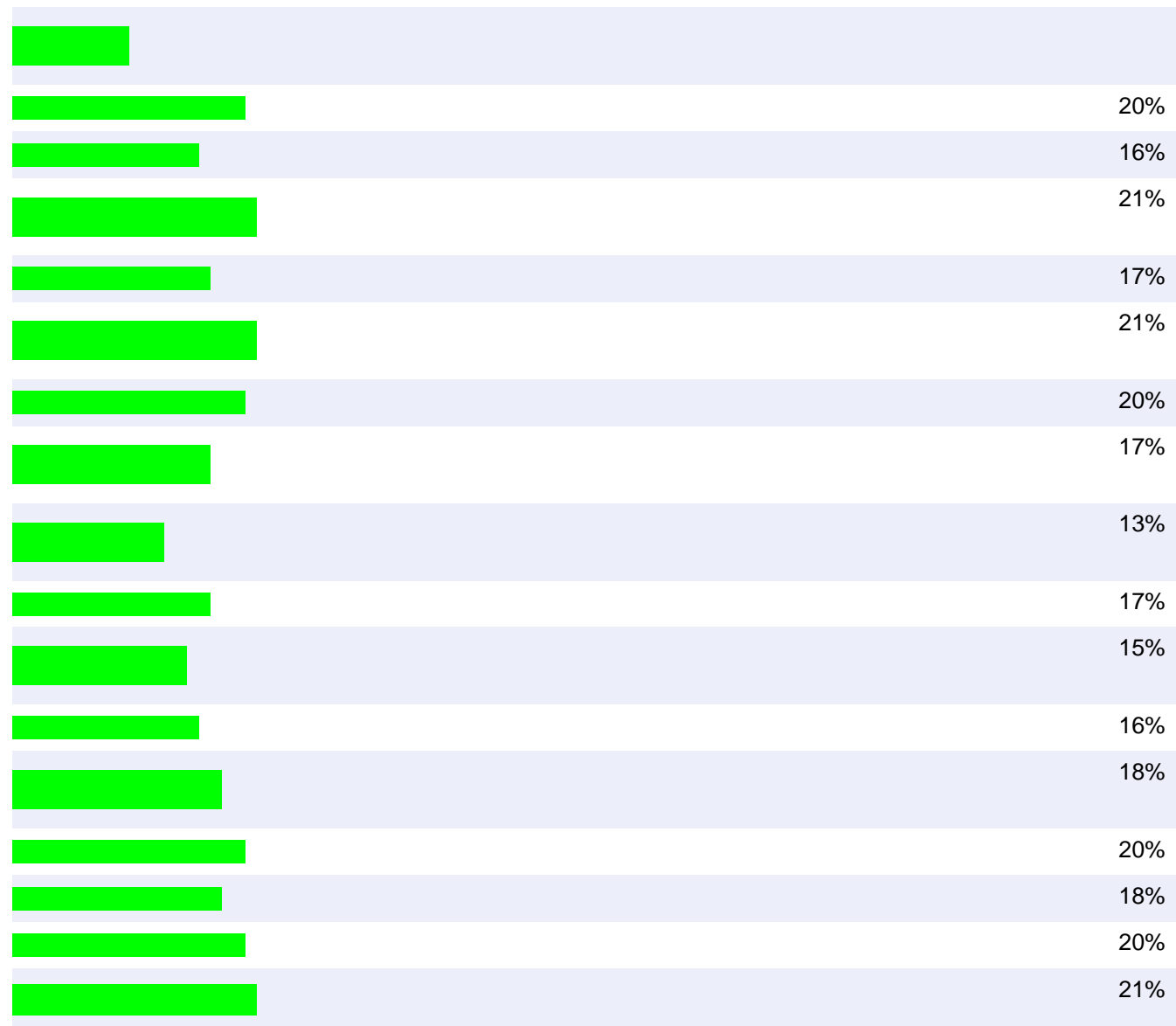
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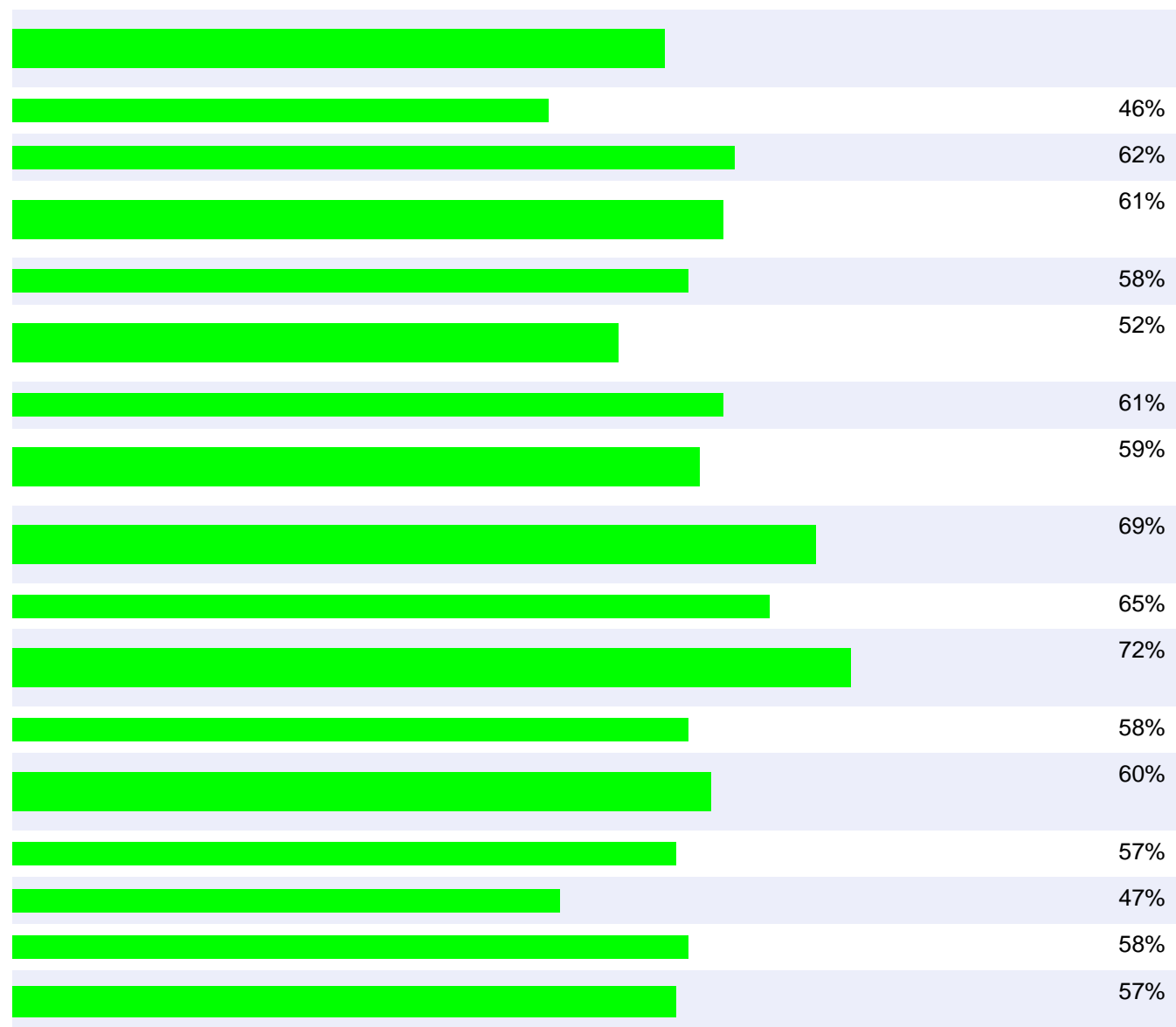
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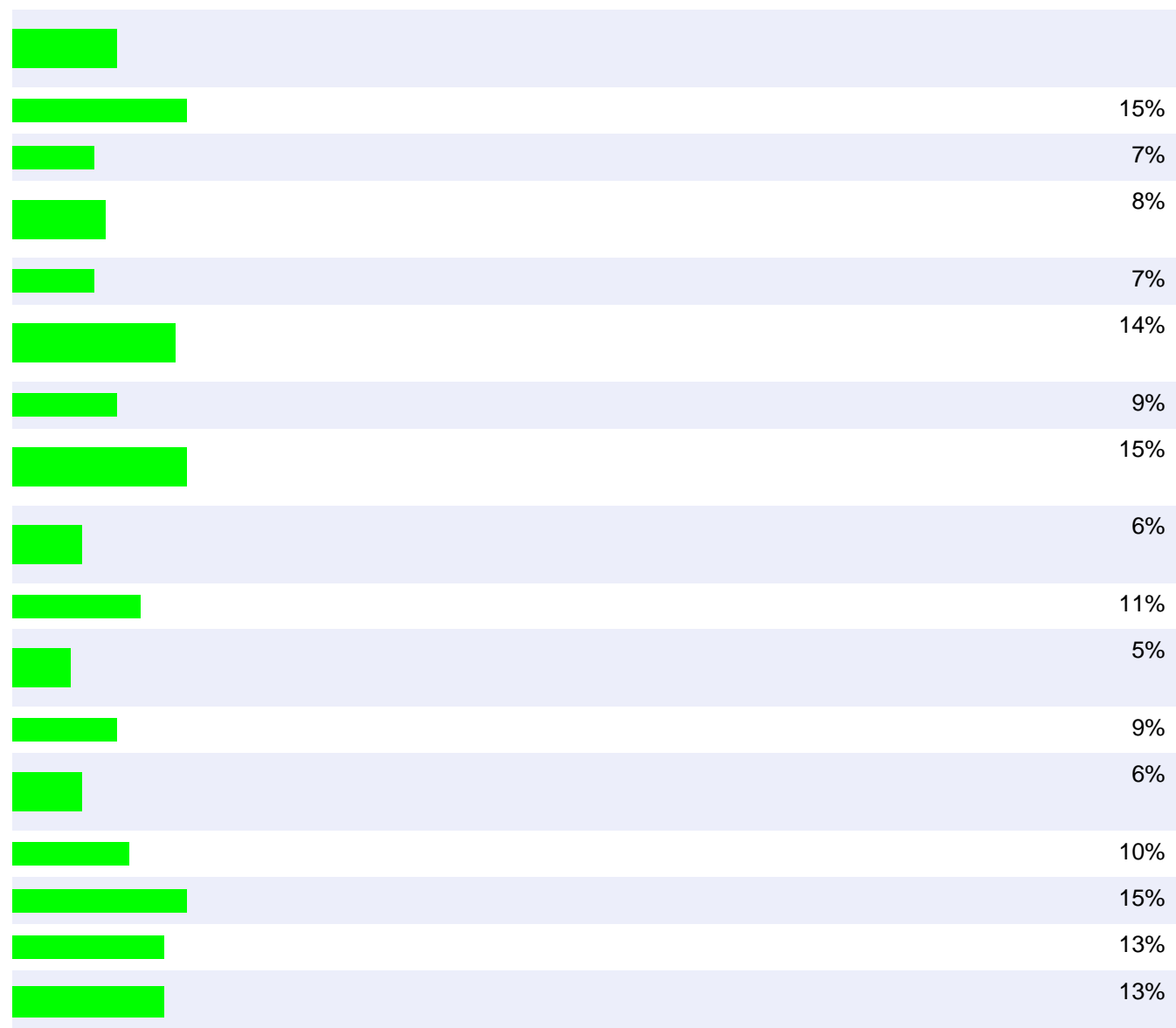
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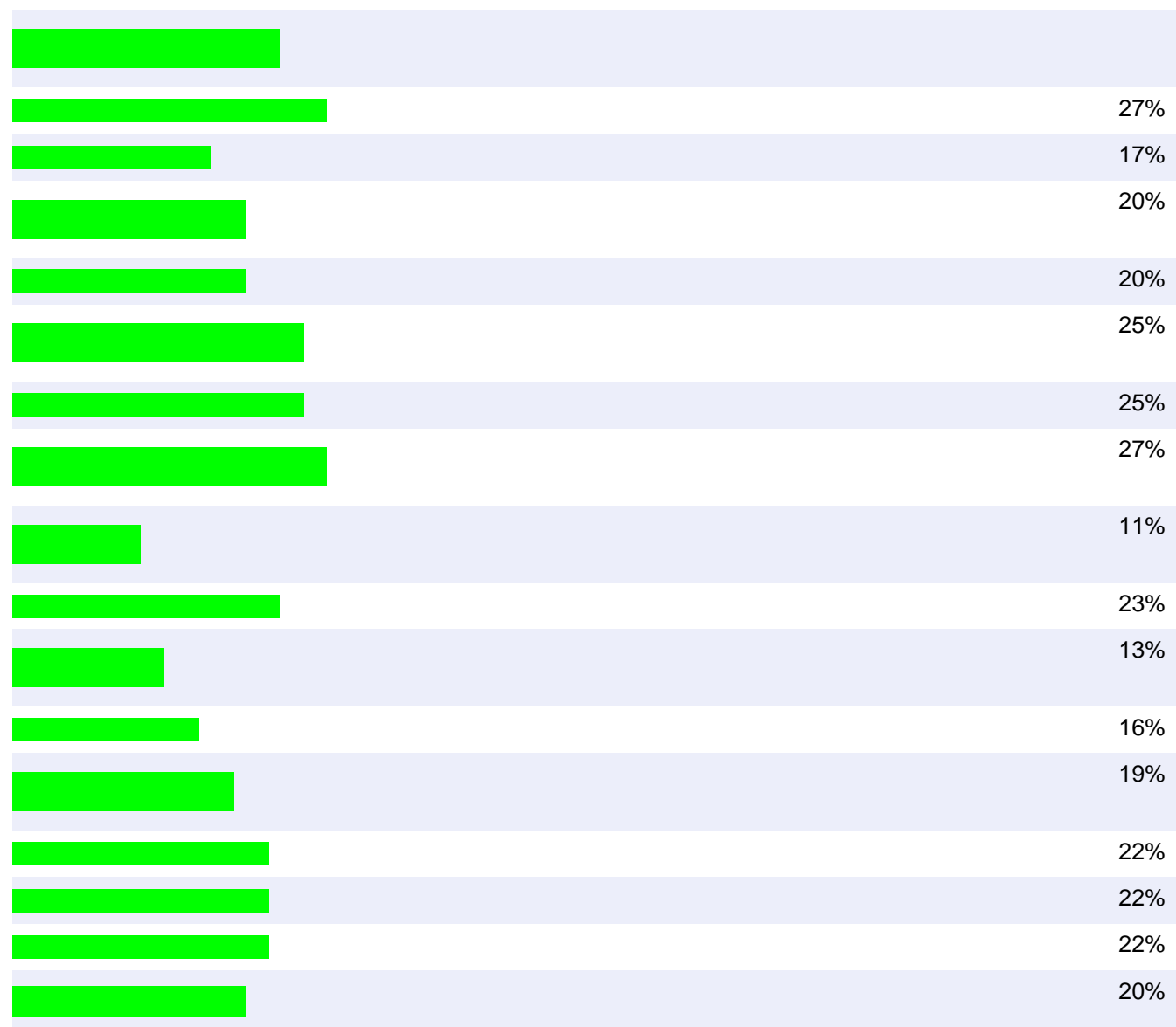
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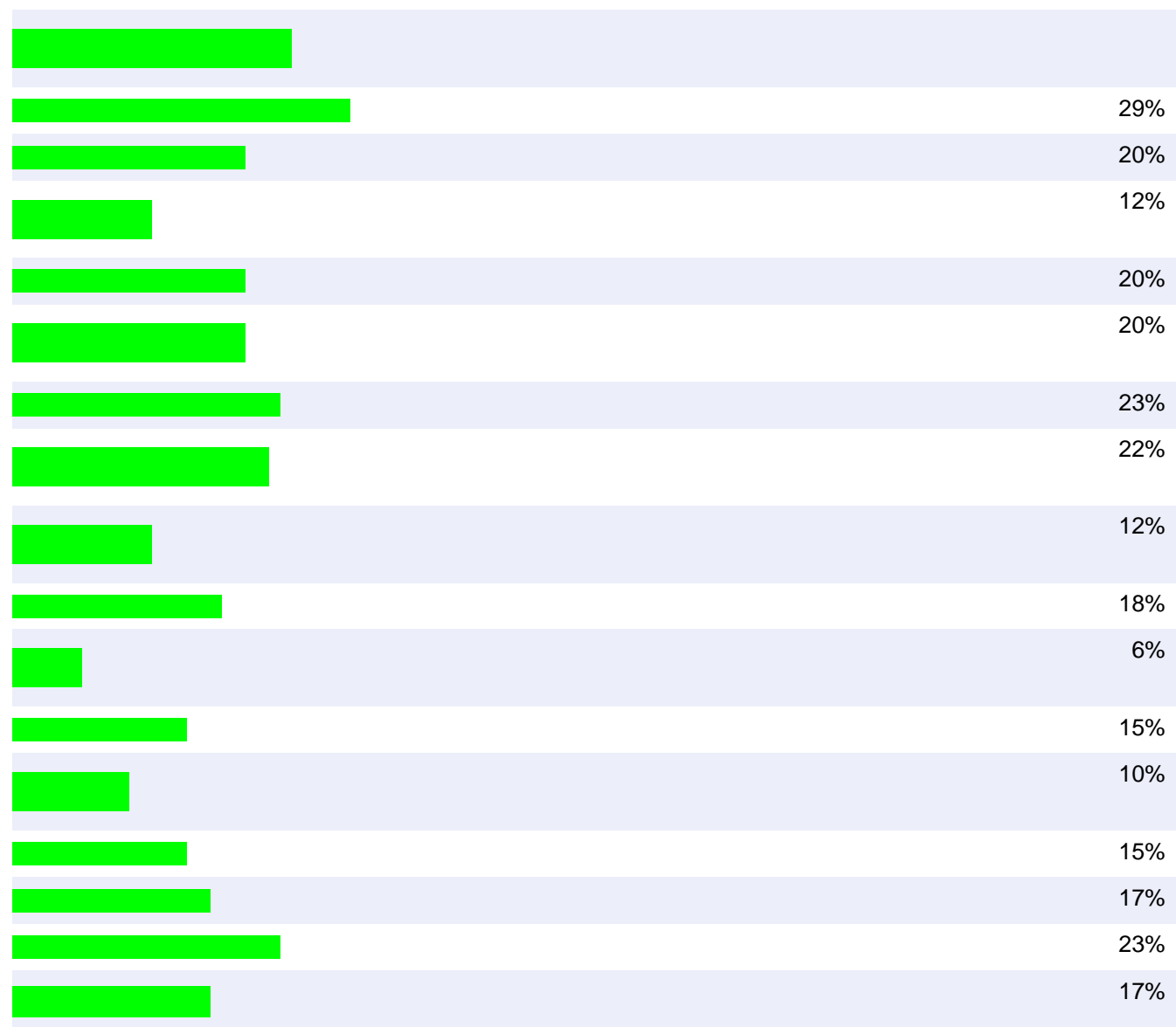
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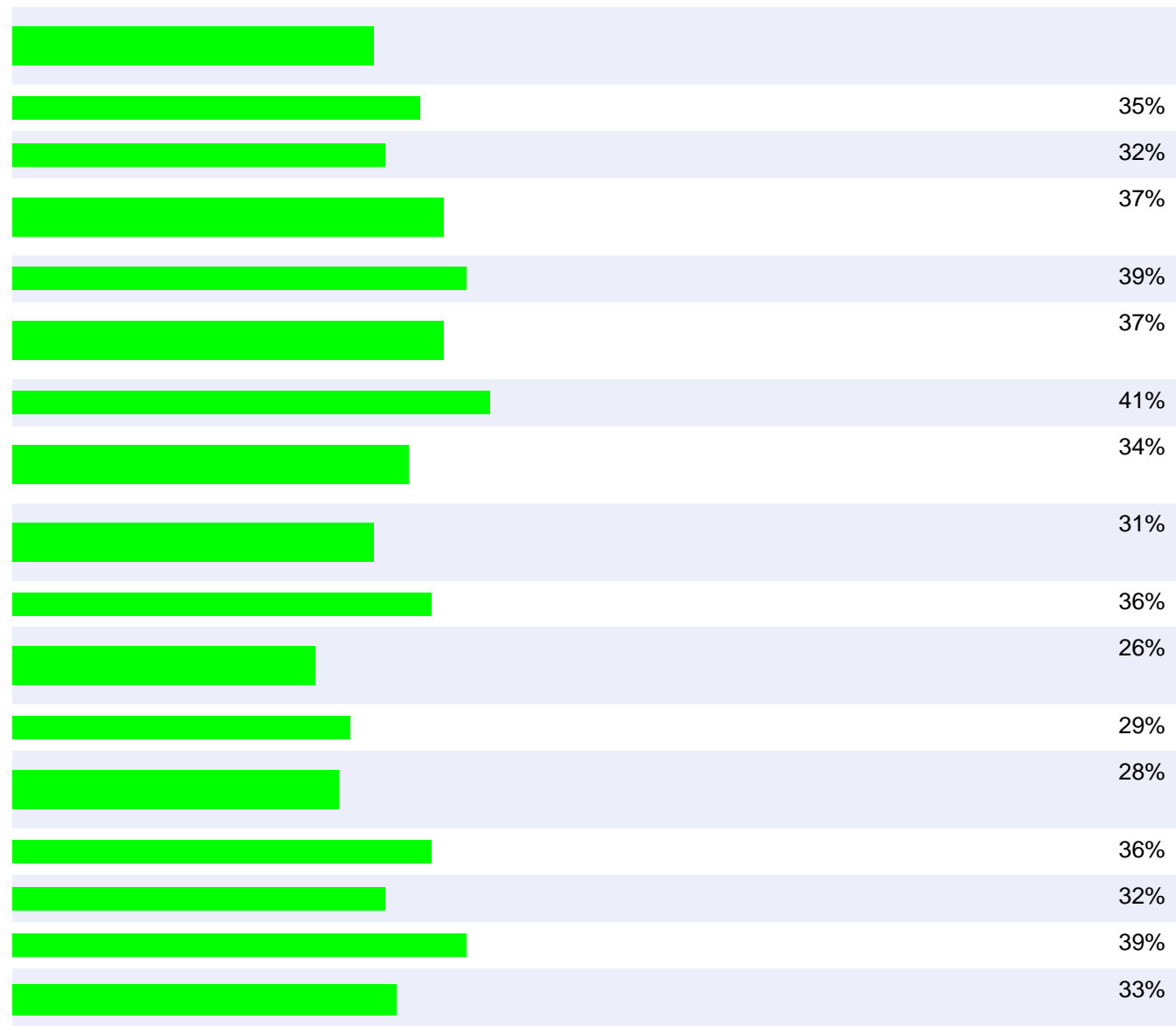
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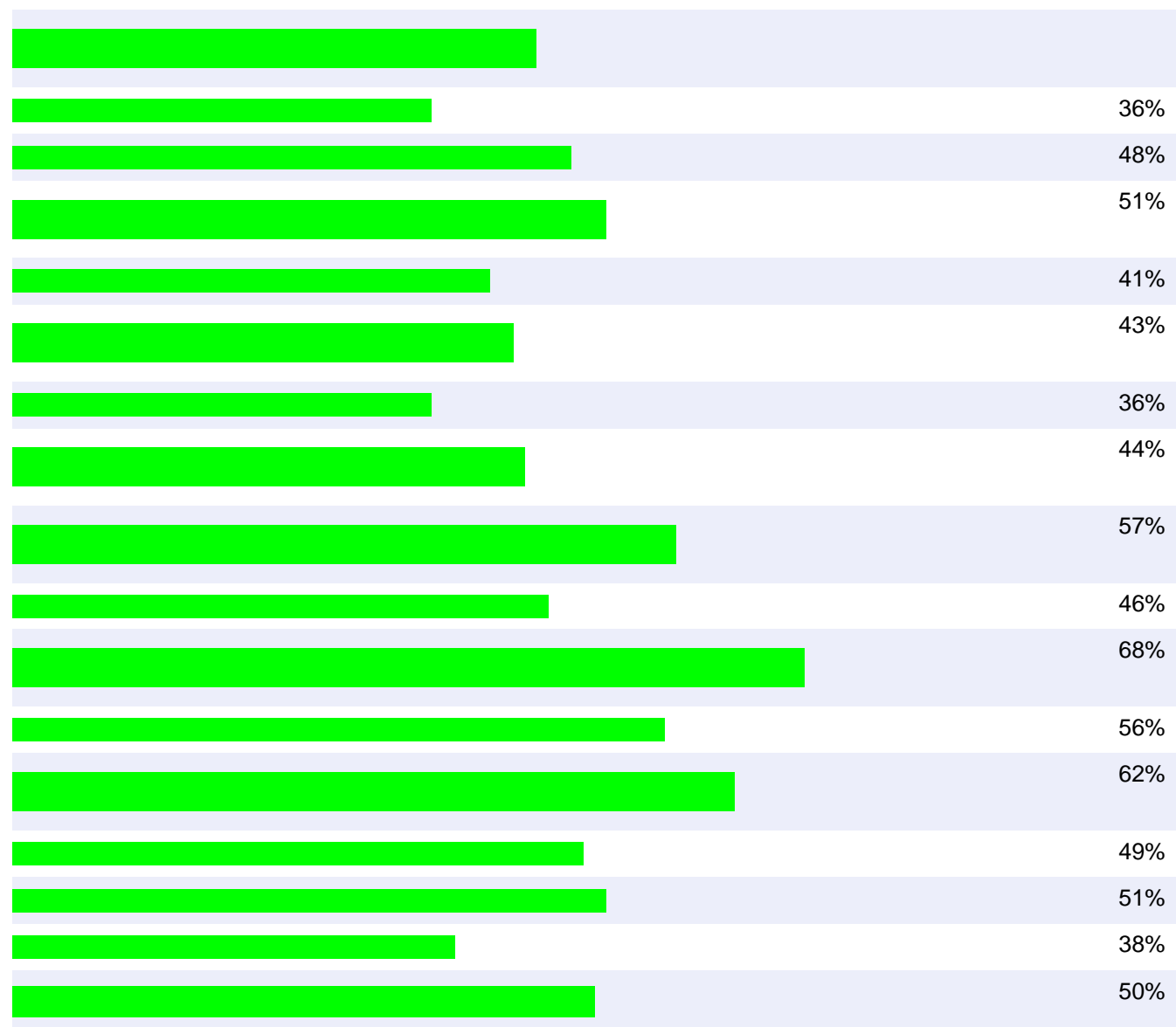
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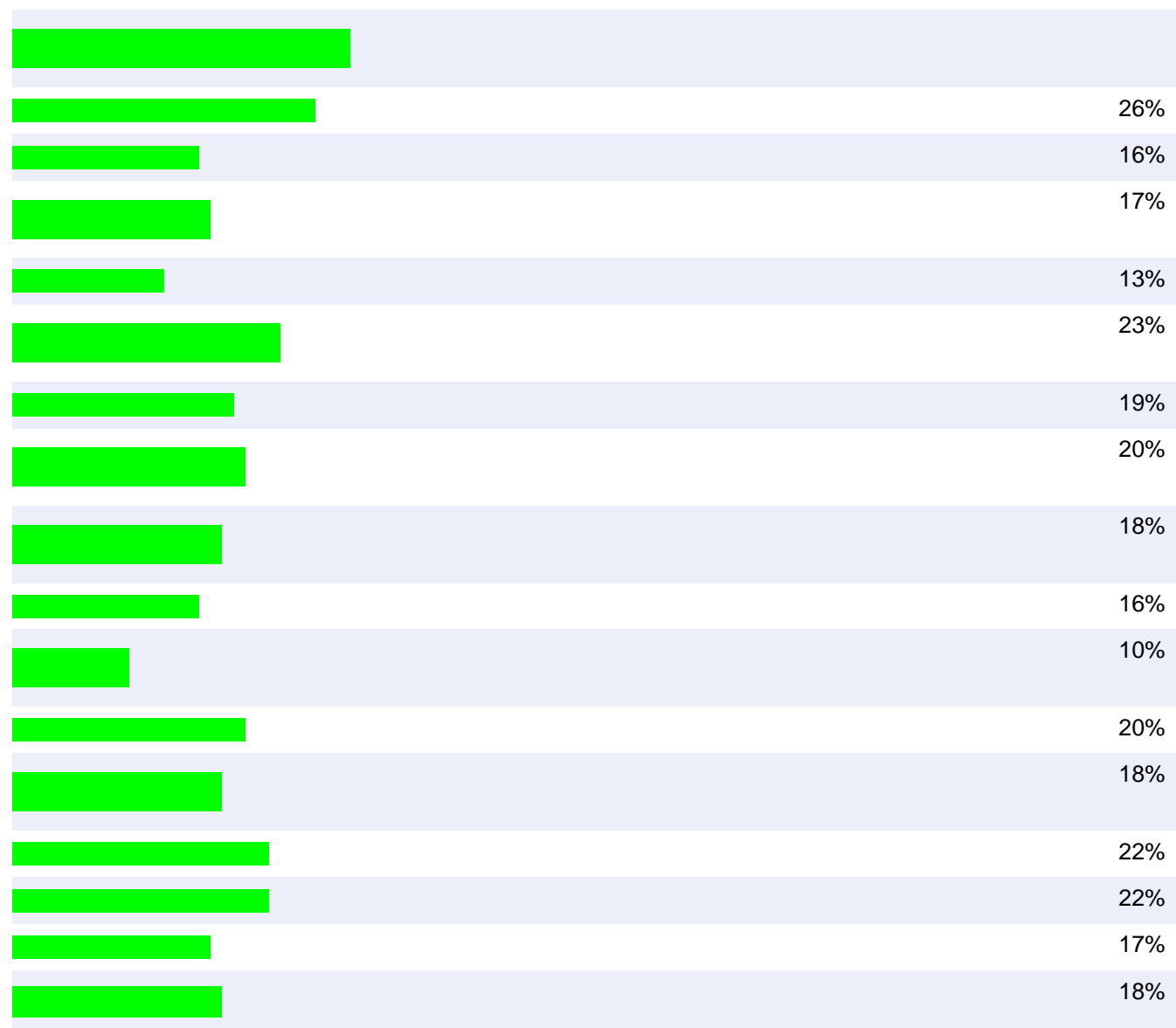
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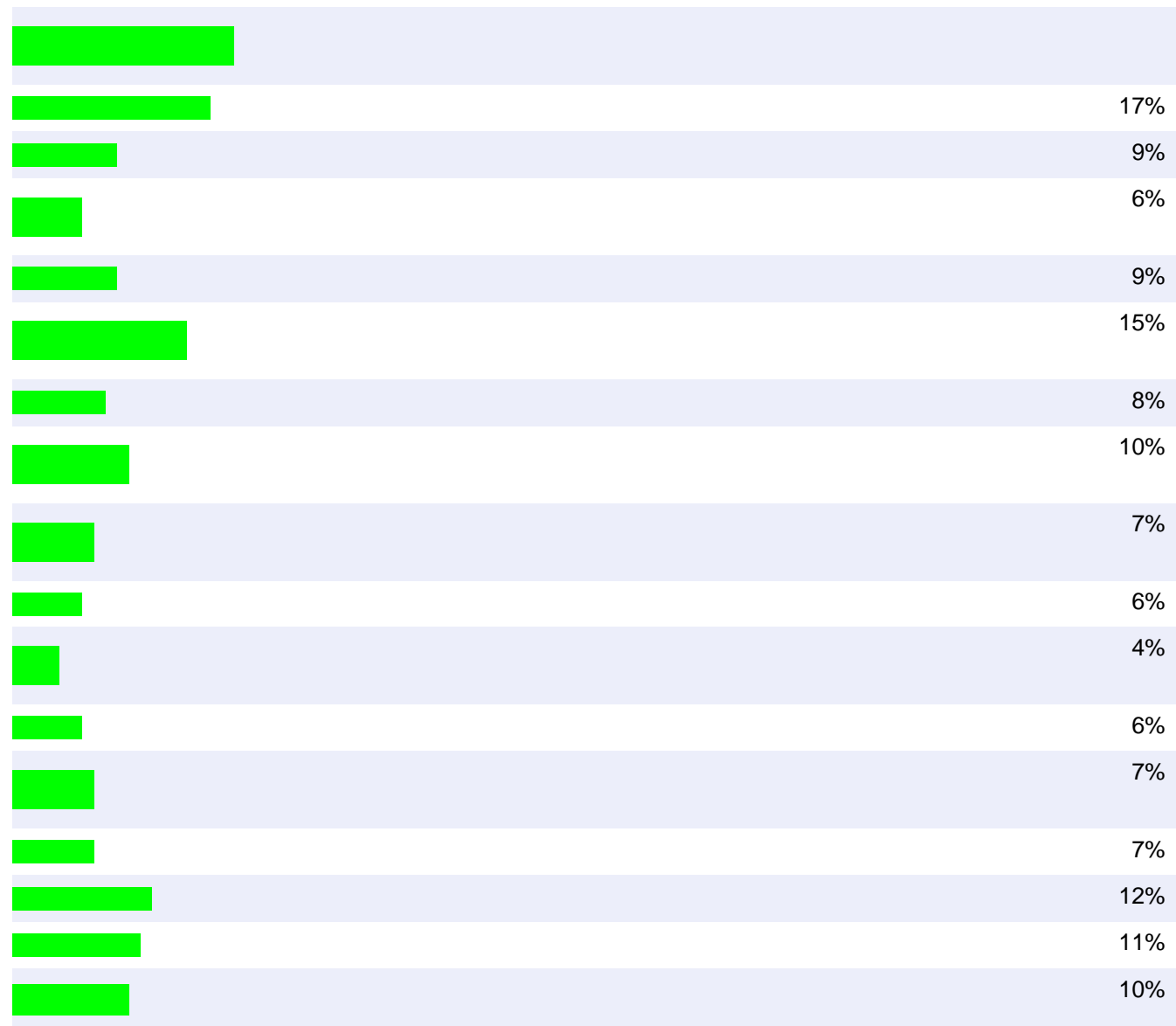
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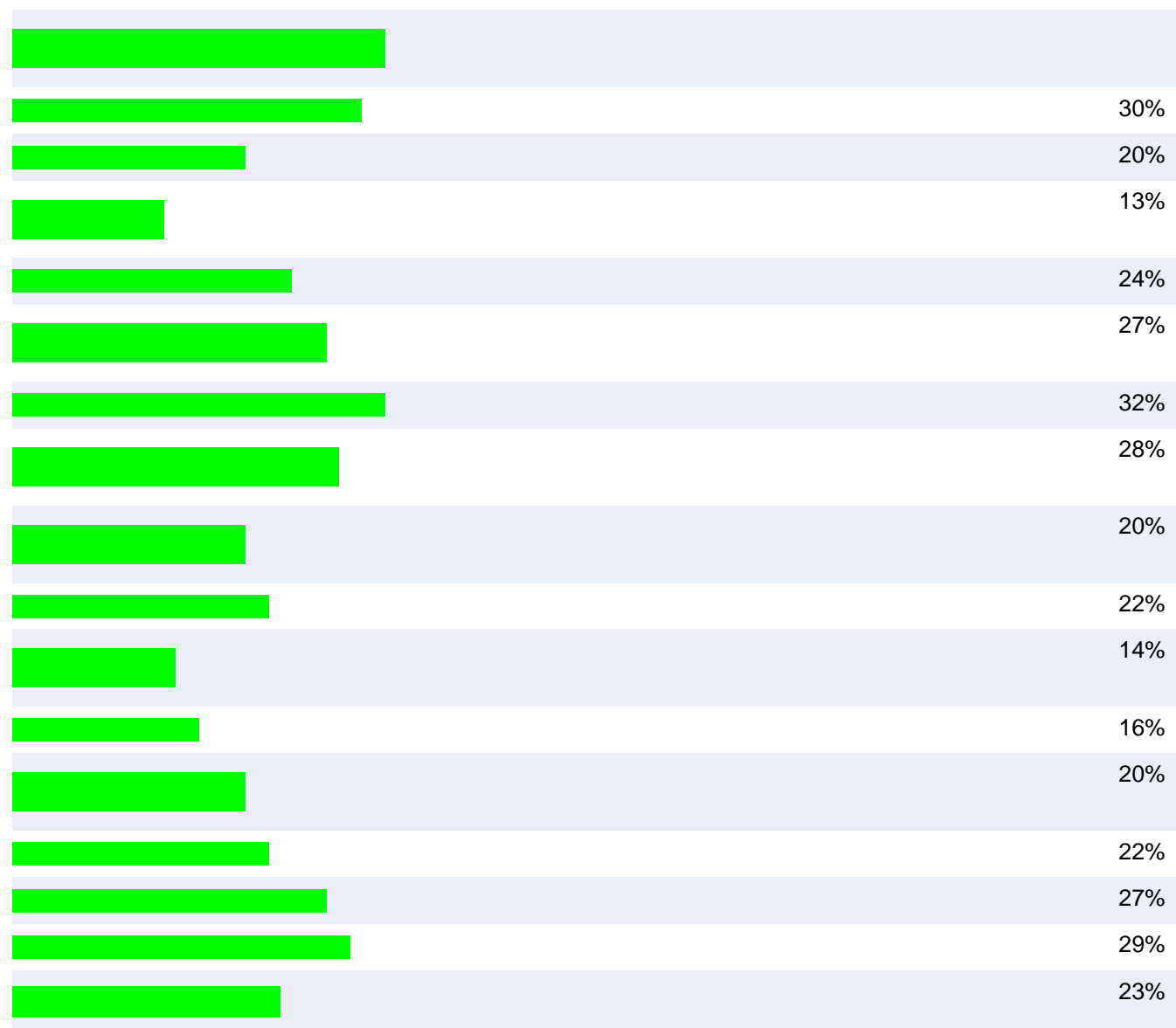
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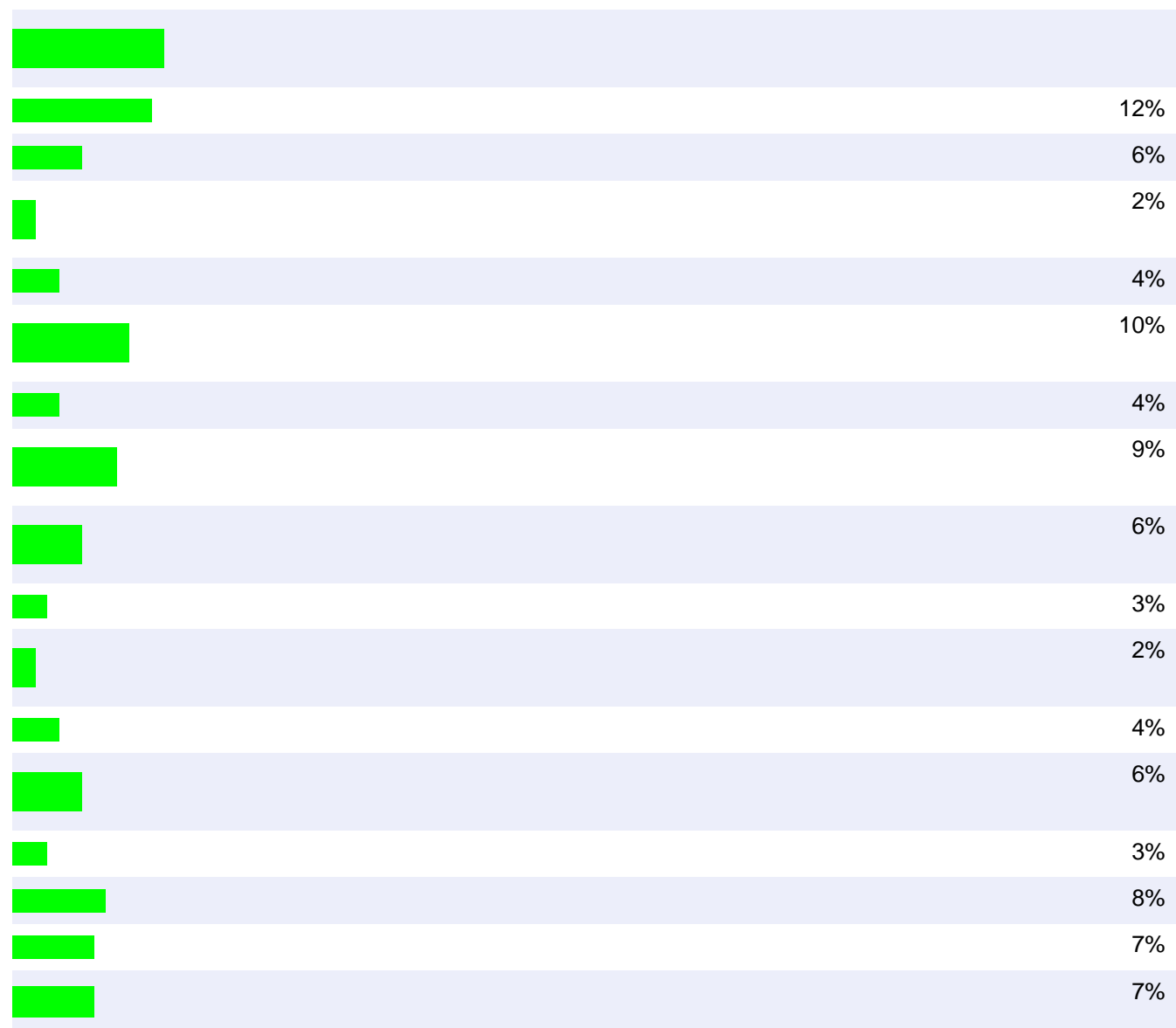
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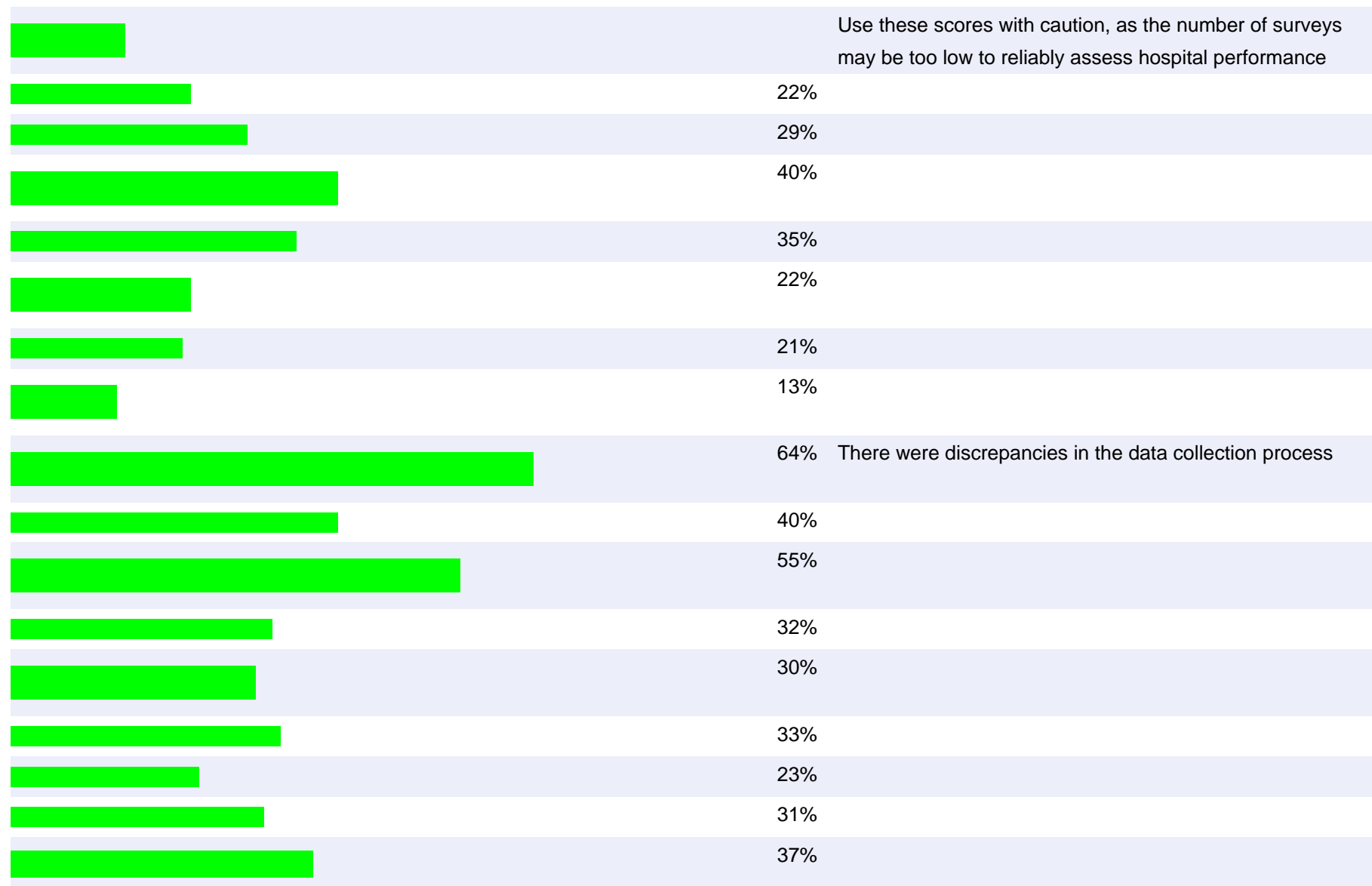
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|                     |
|---------------------|
|                     |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| Between 100 and 299 |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| Between 100 and 299 |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |

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|        |                                      | DRIVE                             |
|--------|--------------------------------------|-----------------------------------|
| 050245 | ARROWHEAD REGIONAL MEDICAL CENTER    | 400 NORTH PEPPER AVENUE           |
| 050248 | NATIVIDAD MEDICAL CENTER             | 1441 CONSTITUTION BOULEVARD       |
| 050254 | MARSHALL MEDICAL CENTER (1-RH)       | 1100 MARSHALL WAY                 |
| 050257 | GOOD SAMARITAN HOSPITAL              | 901 OLIVE DRIVE                   |
| 050261 | SIERRA VIEW DISTRICT HOSPITAL        | 465 W PUTNAM AVE                  |
| 050262 | RONALD REAGAN UCLA MEDICAL CENTER    | 757 WESTWOOD PLAZA                |
| 050272 | REDLANDS COMMUNITY HOSPITAL          | 350 TERRACINA BLVD                |
| 050276 | CONTRA COSTA REGIONAL MEDICAL CENTER | 2500 ALHAMBRA AVE                 |
| 050277 | PACIFIC HOSPITAL OF LONG BEACH       | 2776 PACIFIC AVE                  |
| 050278 | PROVIDENCE HOLY CROSS MEDICAL CENTER | 15031 RINALDI ST                  |
| 050279 | HI-DESERT MEDICAL CENTER             | 6601 WHITE FEATHER ROAD           |
| 050280 | MERCY MEDICAL CENTER REDDING         | 2175 ROSALINE AVE, CLAIRMONT HGTS |
| 050281 | ALHAMBRA HOSPITAL MEDICAL CENTER     | 100 S RAYMOND AVE                 |
| 050283 | VALLEYCARE MEDICAL CENTER            | 5555 WEST LAS POSITAS BOULEVARD   |
| 050289 | SETON MEDICAL CENTER                 | 1900 SULLIVAN AVENUE              |
| 050290 | SAINT JOHN'S HEALTH CENTER           | 2121 SANTA MONICA BLVD            |
| 050291 | SUTTER MEDICAL CENTER OF SANTA ROSA  | 3325 CHANATE RD                   |
| 050292 | RIVERSIDE COUNTY REGIONAL MEDICAL    | 26520 CACTUS AVENUE               |

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|  |               |    |
|--|---------------|----|
|  | COLTON        | CA |
|  | SALINAS       | CA |
|  | PLACERVILLE   | CA |
|  | BAKERSFIELD   | CA |
|  | PORTERVILLE   | CA |
|  | LOS ANGELES   | CA |
|  | REDLANDS      | CA |
|  | MARTINEZ      | CA |
|  | LONG BEACH    | CA |
|  | MISSION HILLS | CA |
|  | JOSHUA TREE   | CA |
|  | REDDING       | CA |
|  | ALHAMBRA      | CA |
|  | PLEASANTON    | CA |
|  | DALY CITY     | CA |
|  | SANTA MONICA  | CA |
|  | SANTA ROSA    | CA |
|  | MORENO VALLEY | CA |



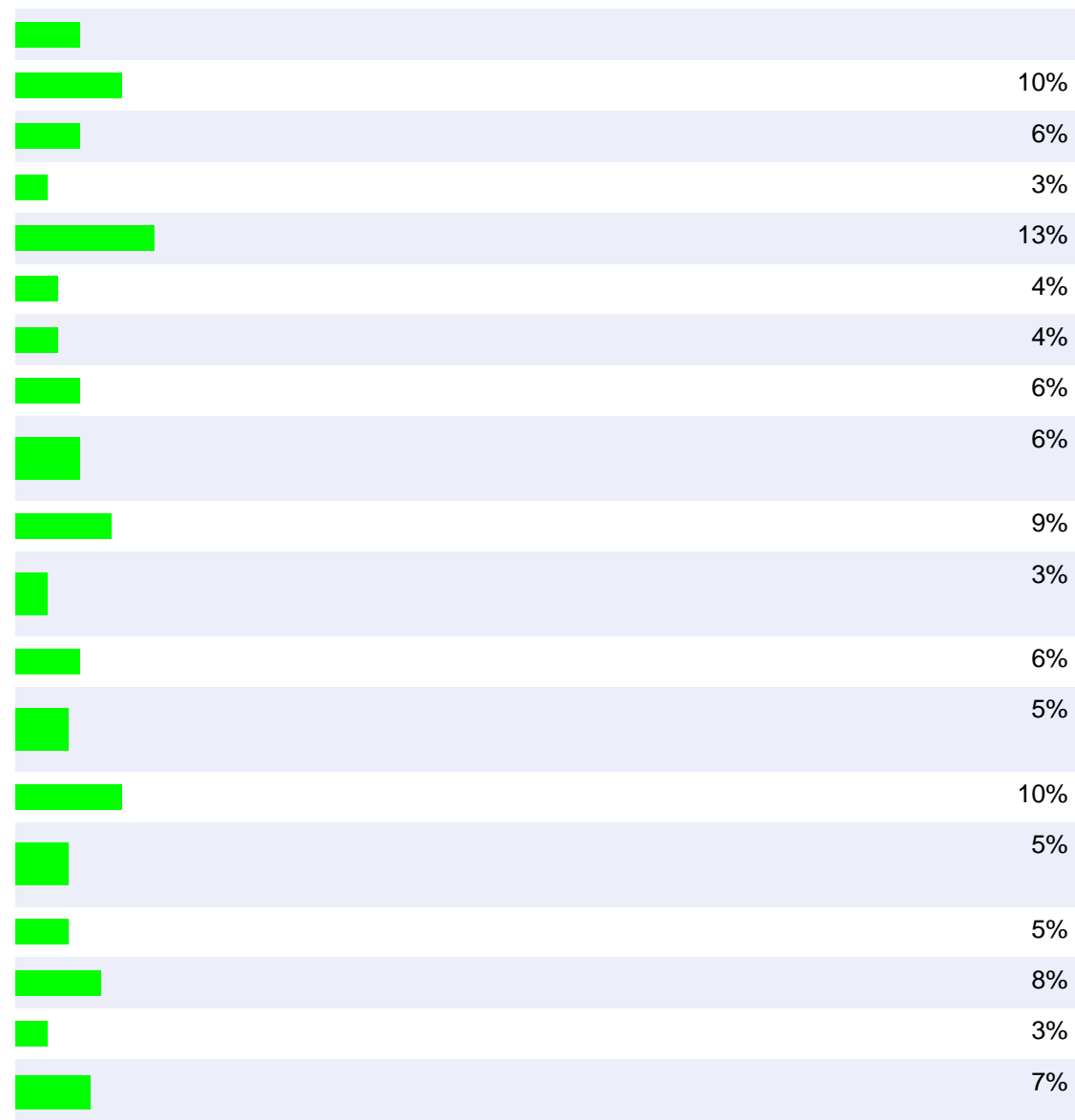
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|       |                |            |
|-------|----------------|------------|
| 92324 | SAN BERNARDINO | 9095801000 |
| 93906 | MONTEREY       | 8317554195 |
| 95667 | EL DORADO      | 5306221441 |
| 93308 | KERN           | 6613994461 |
| 93257 | TULARE         | 5597841110 |
| 90095 | LOS ANGELES    | 3108256301 |
| 92373 | SAN BERNARDINO | 9093355500 |
| 94553 | CONTRA COSTA   | 9253705000 |
| 90806 | LOS ANGELES    | 5625951911 |
| 91346 | LOS ANGELES    | 8183658051 |
| 92252 | SAN BERNARDINO | 7603666285 |
| 96001 | SHASTA         | 5302256102 |
| 91801 | LOS ANGELES    | 6265701606 |
| 94588 | ALAMEDA        | 9254477000 |
| 94015 | SAN MATEO      | 6509924000 |
| 90404 | LOS ANGELES    | 3108295511 |
| 95404 | SONOMA         | 7075764000 |
| 92555 | RIVERSIDE      | 9514864000 |

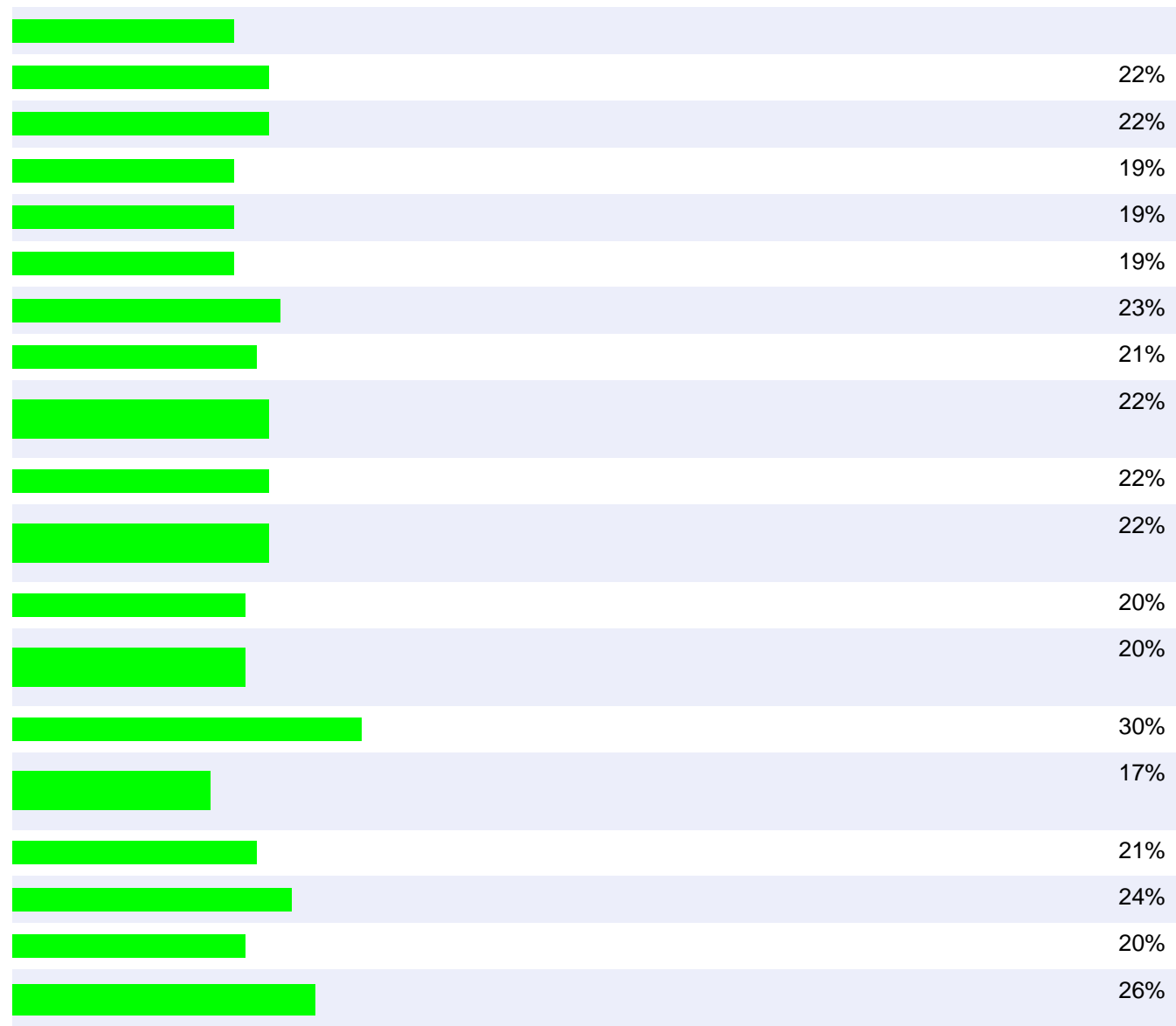
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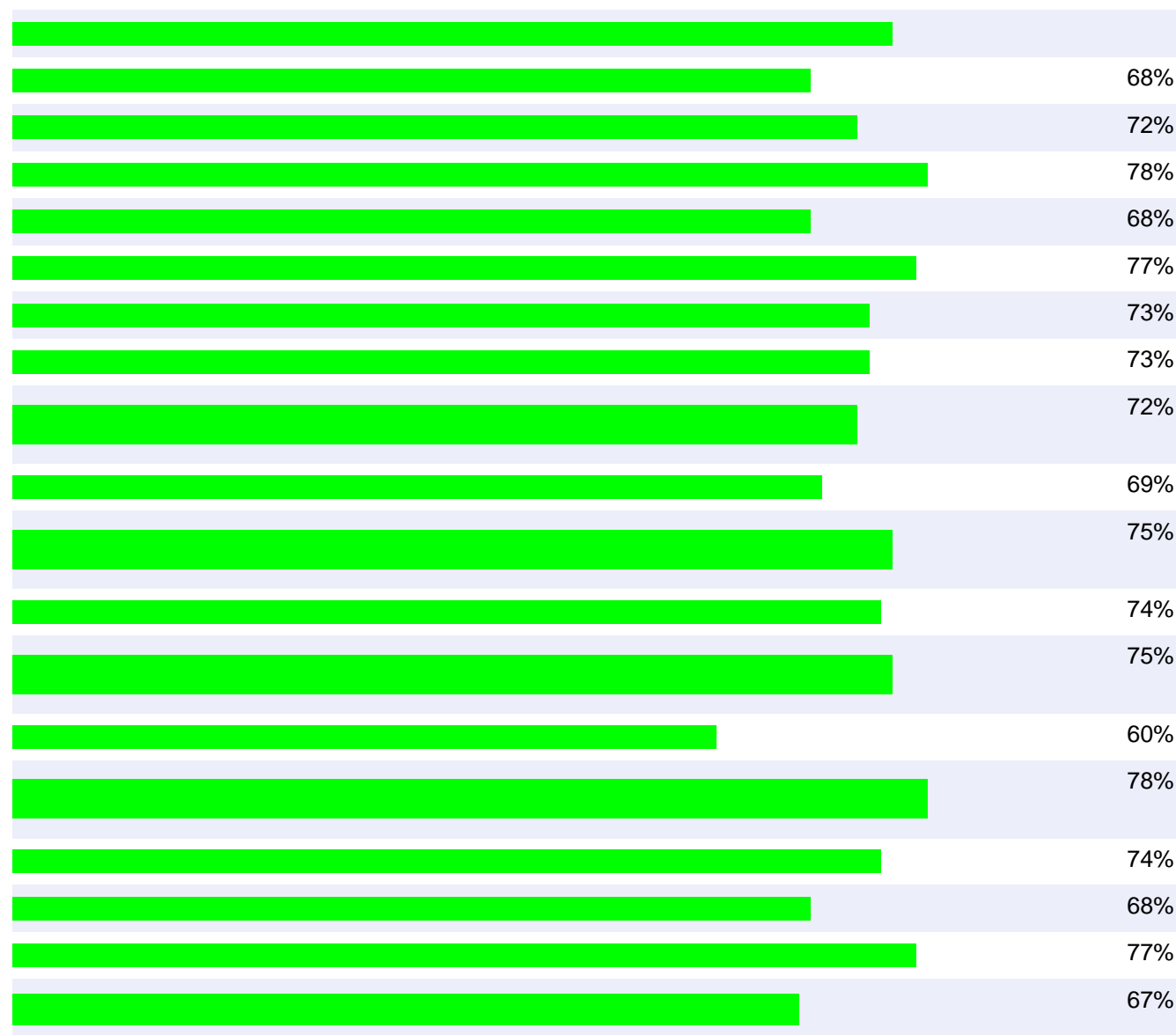
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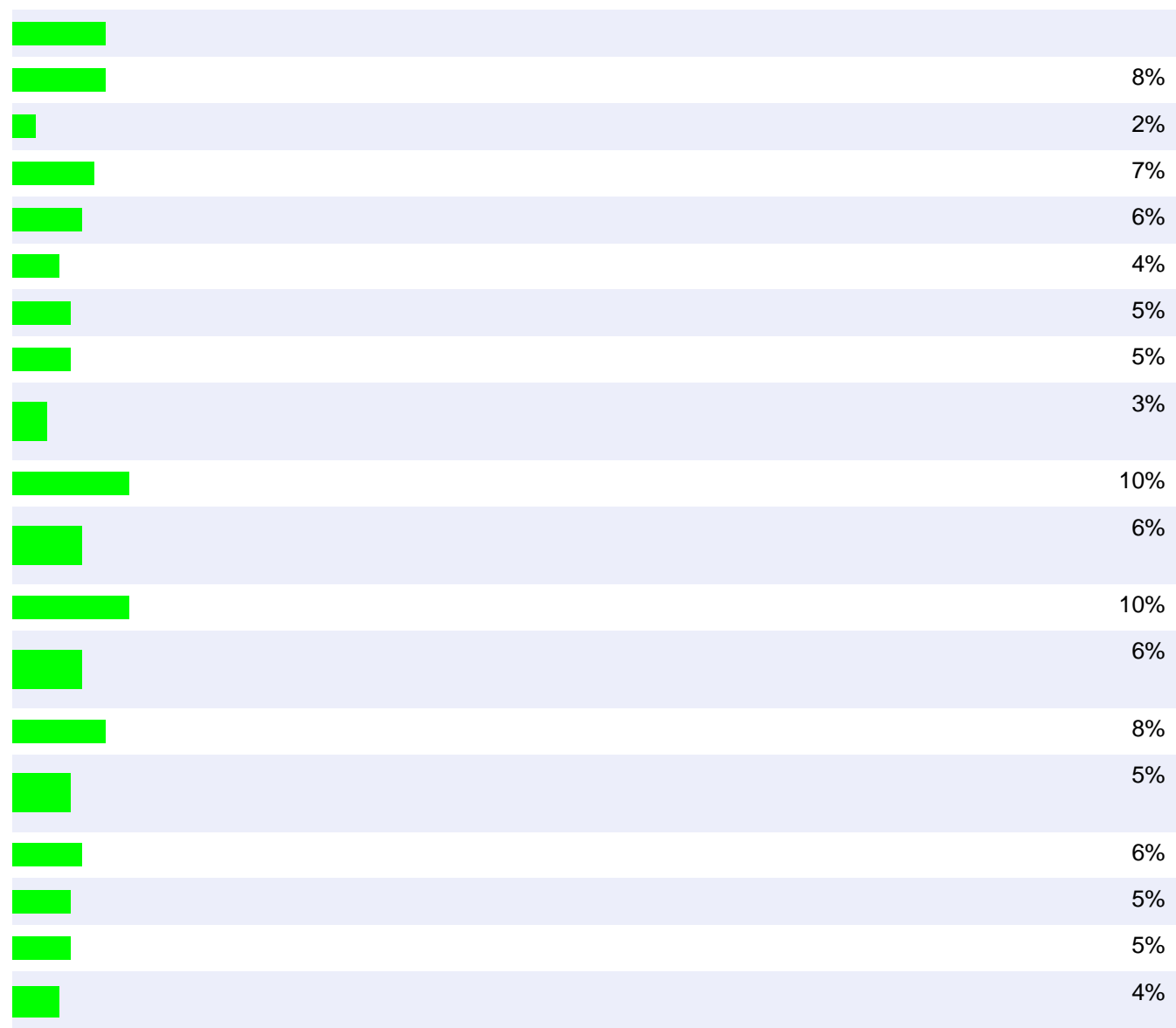
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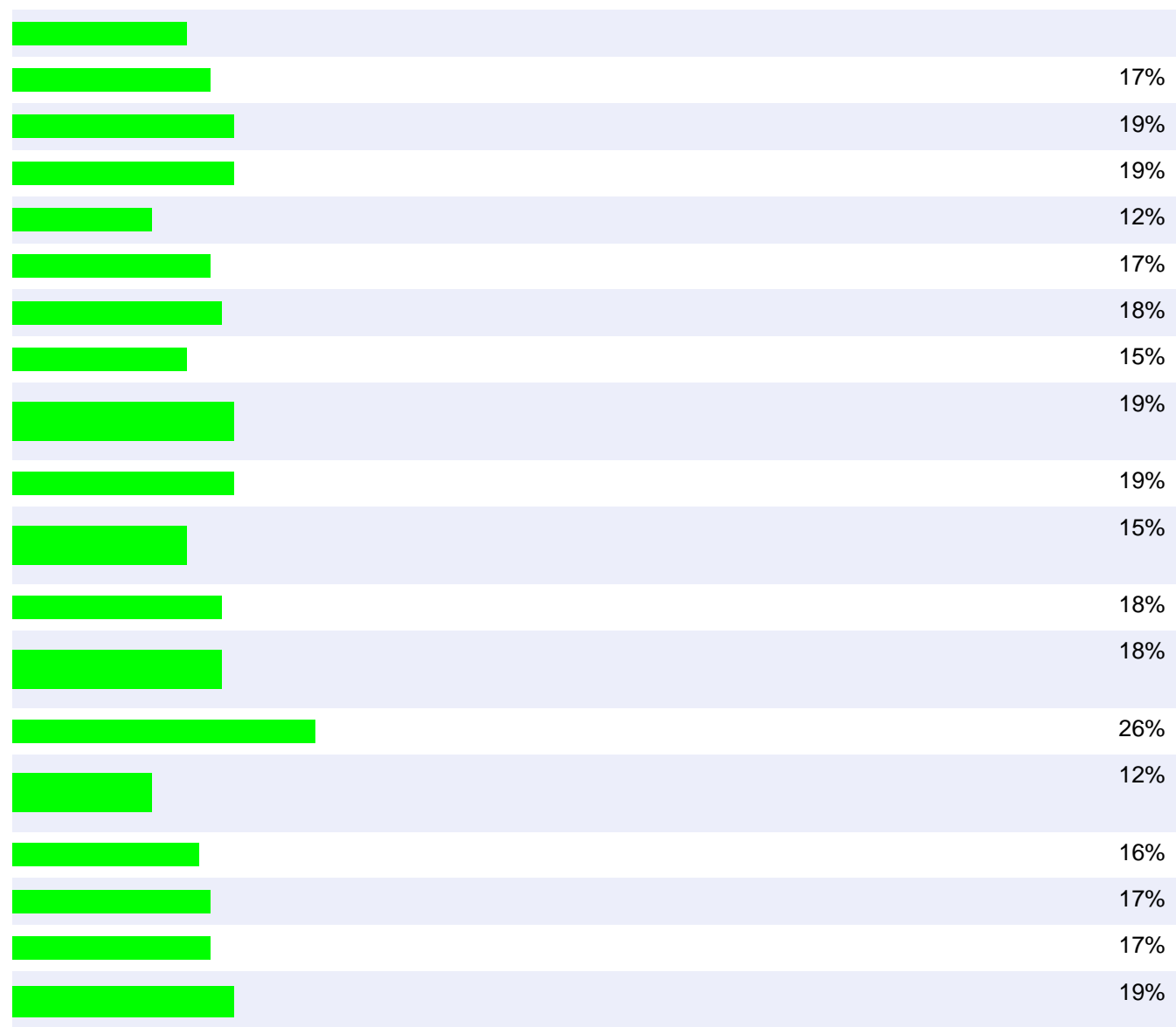
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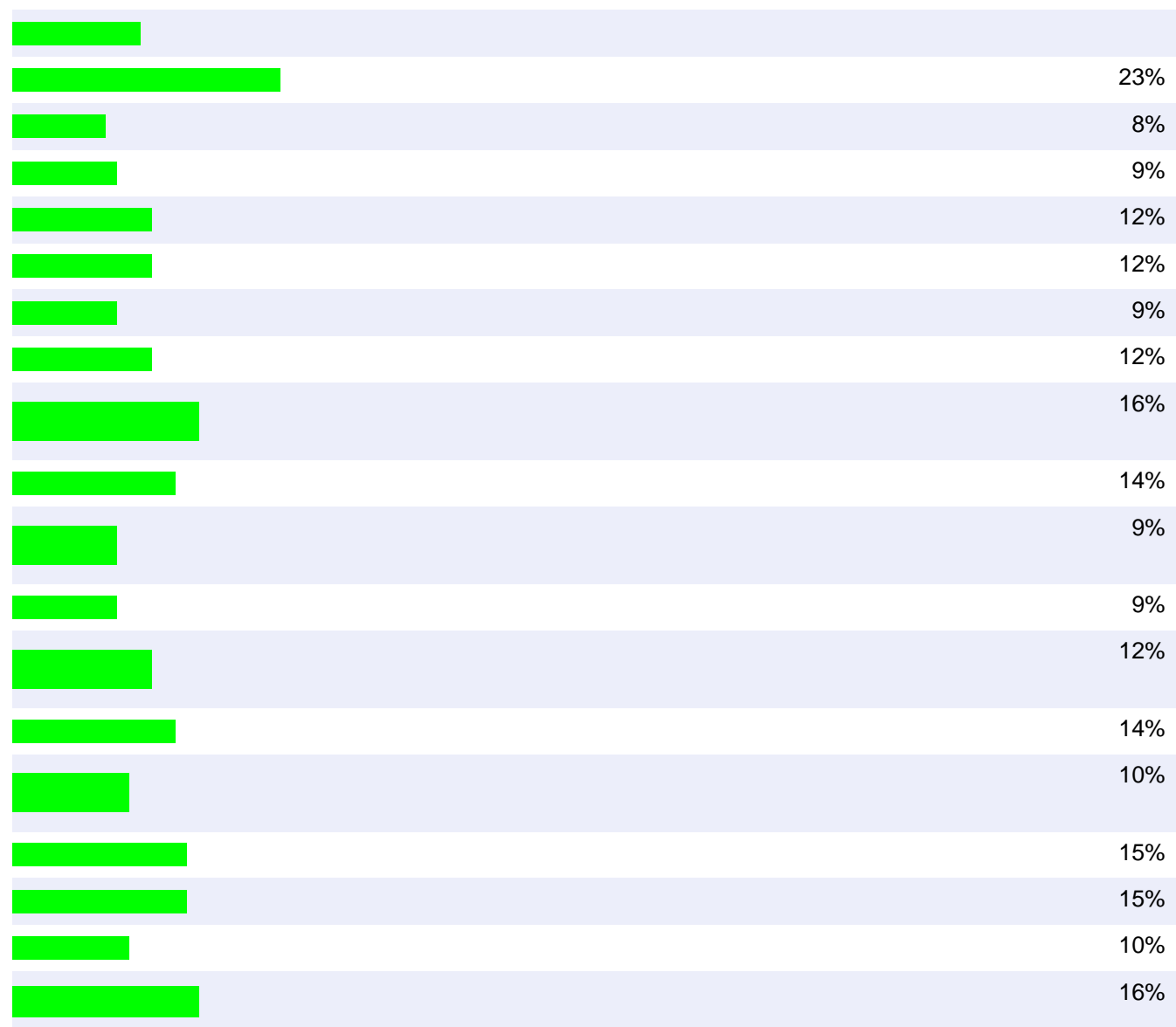
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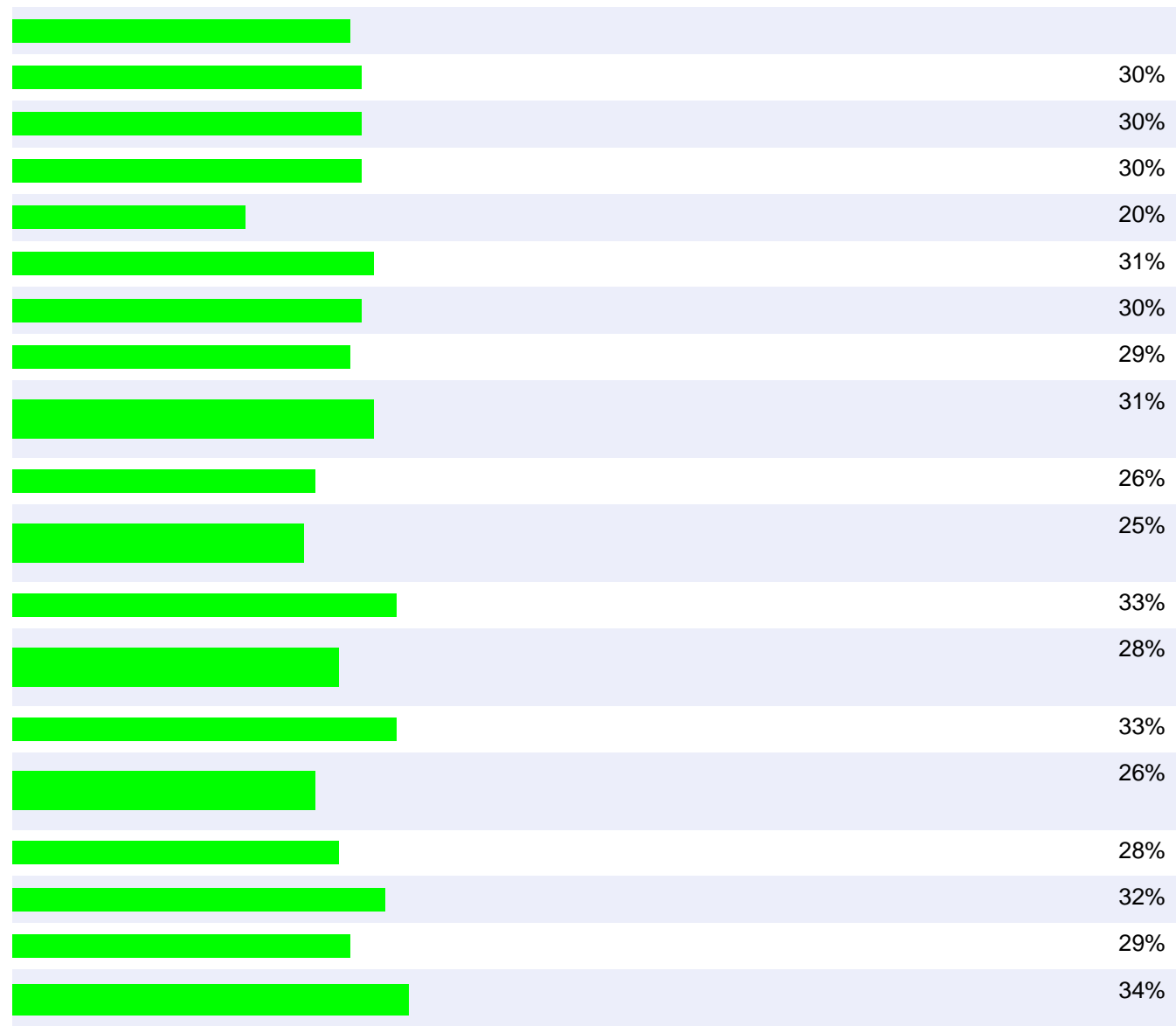
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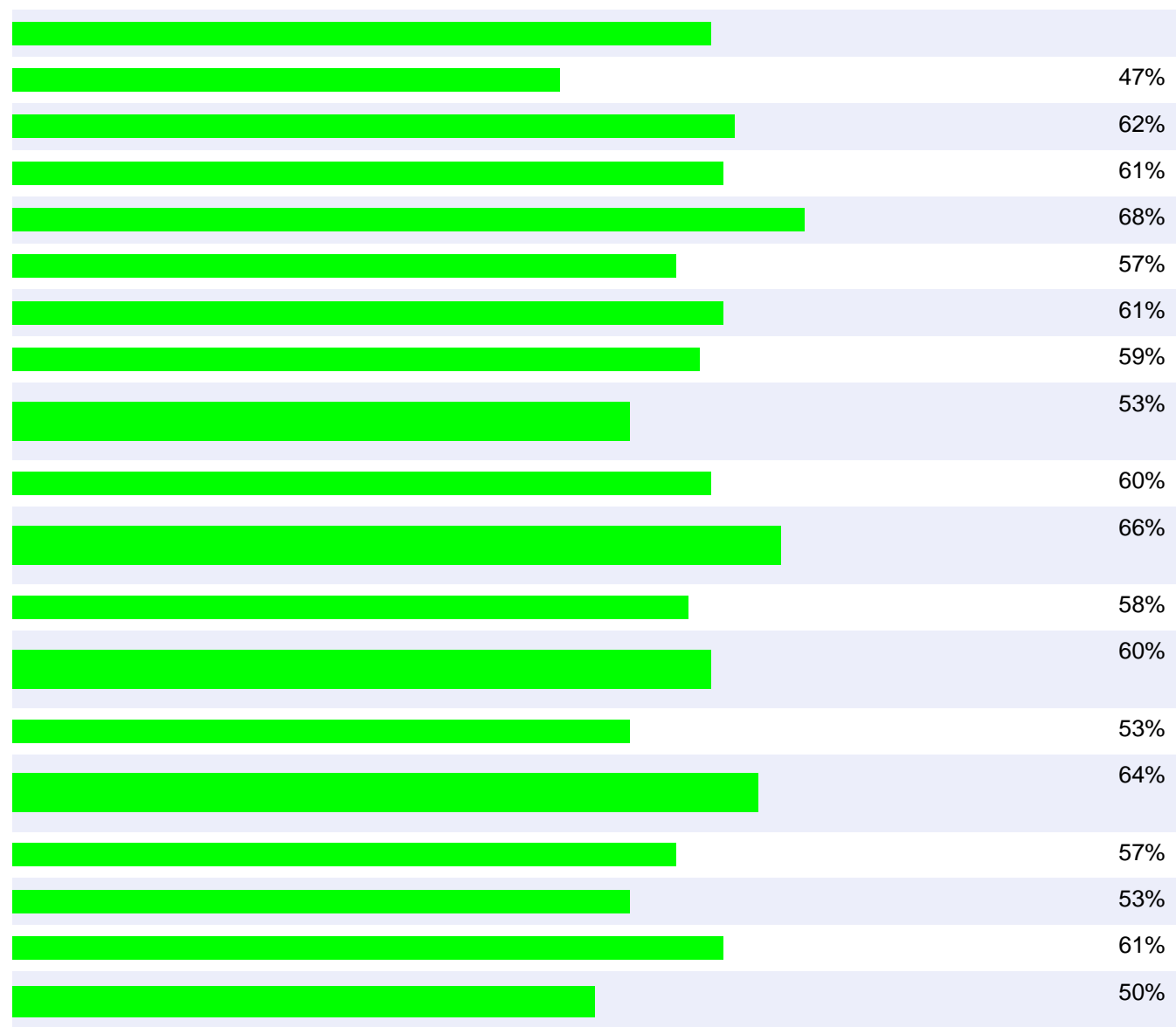
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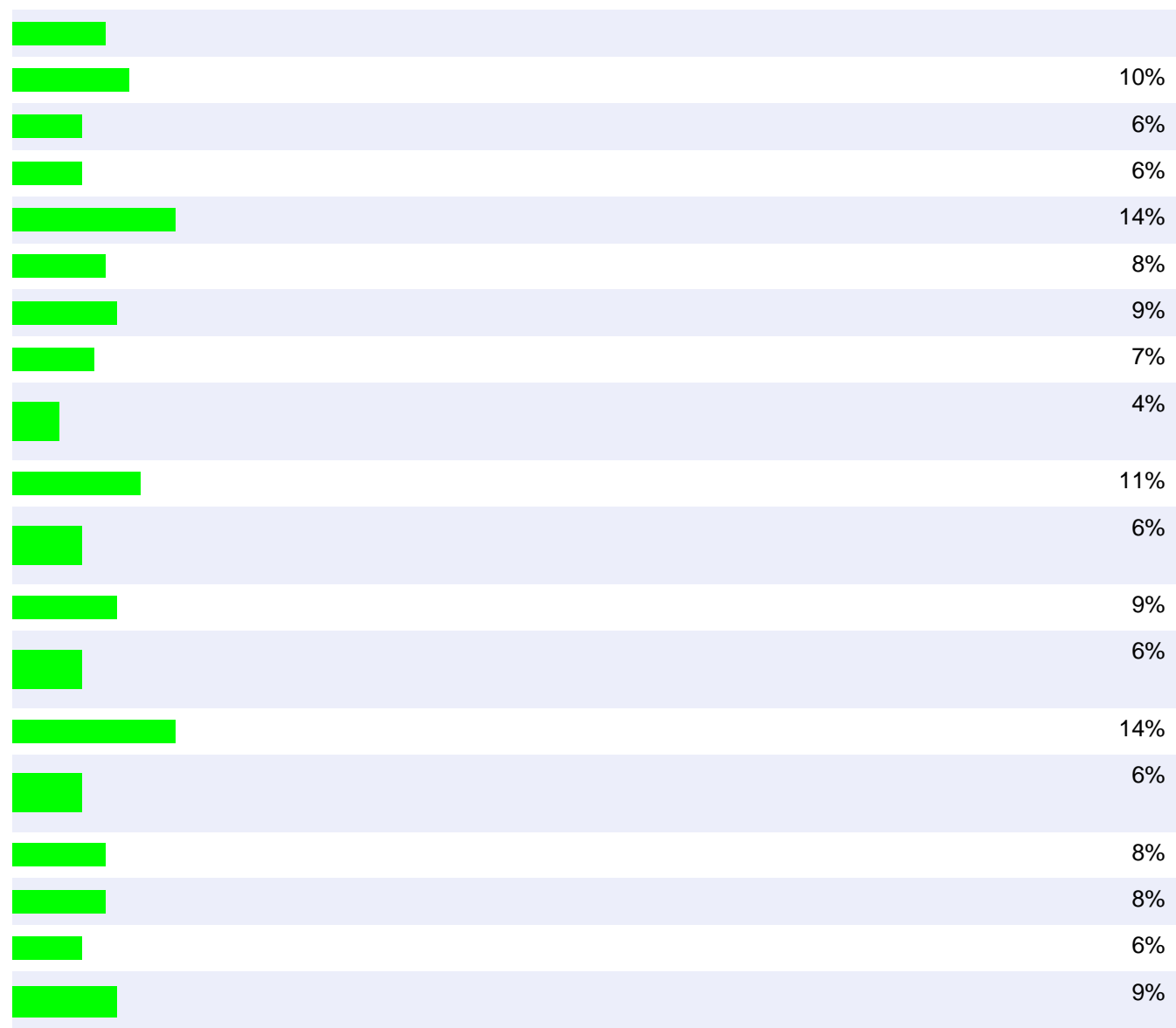
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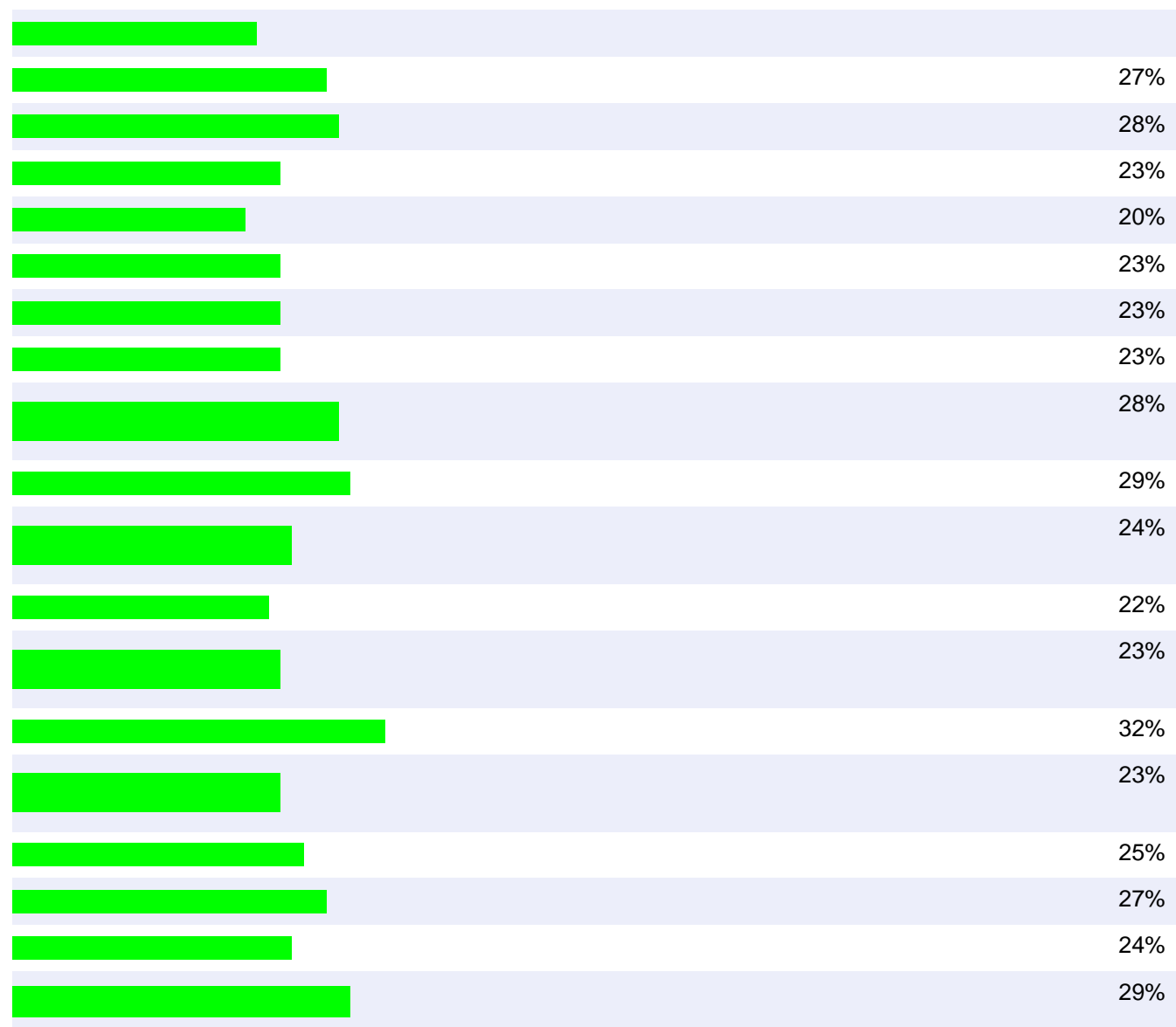
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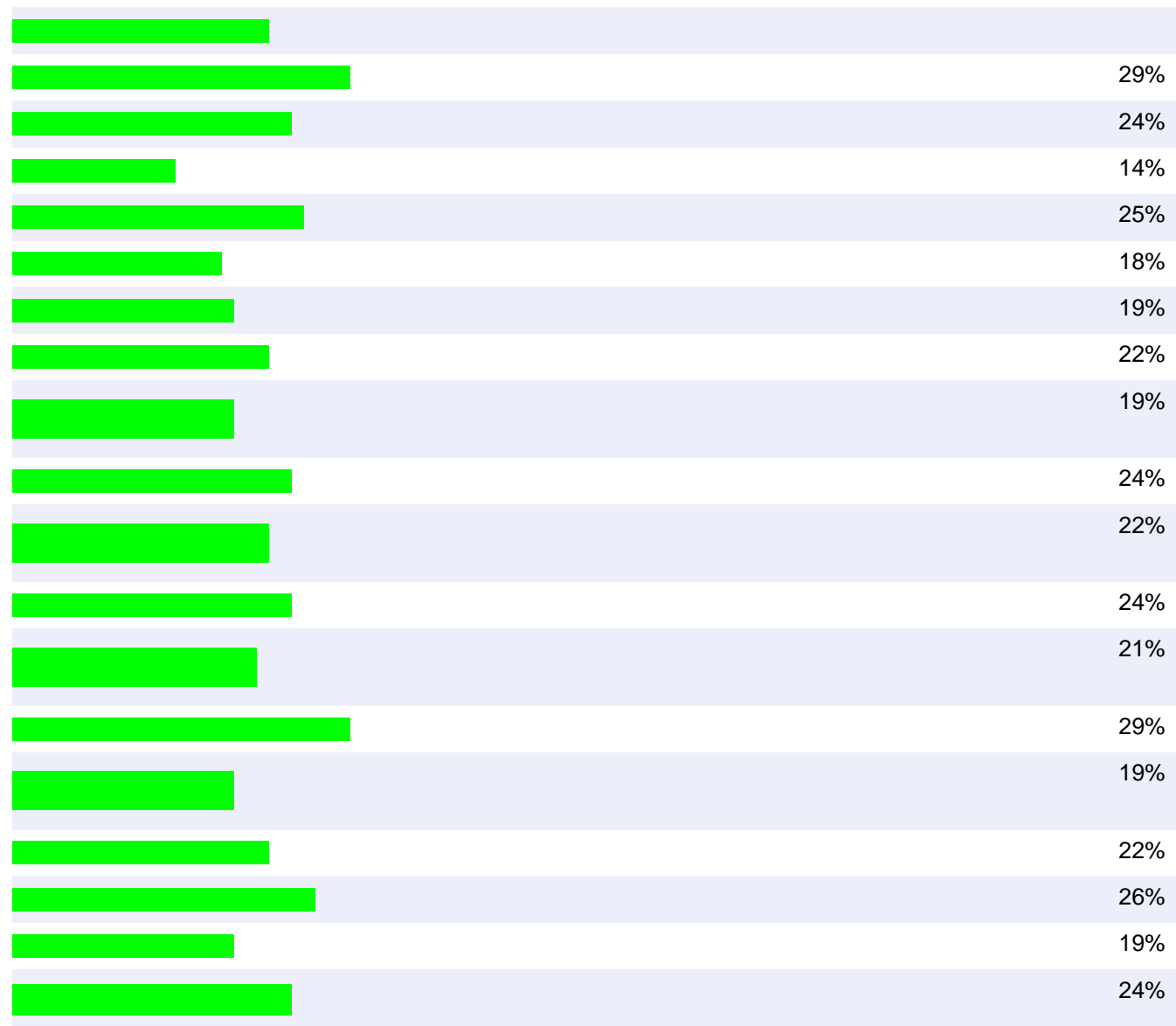
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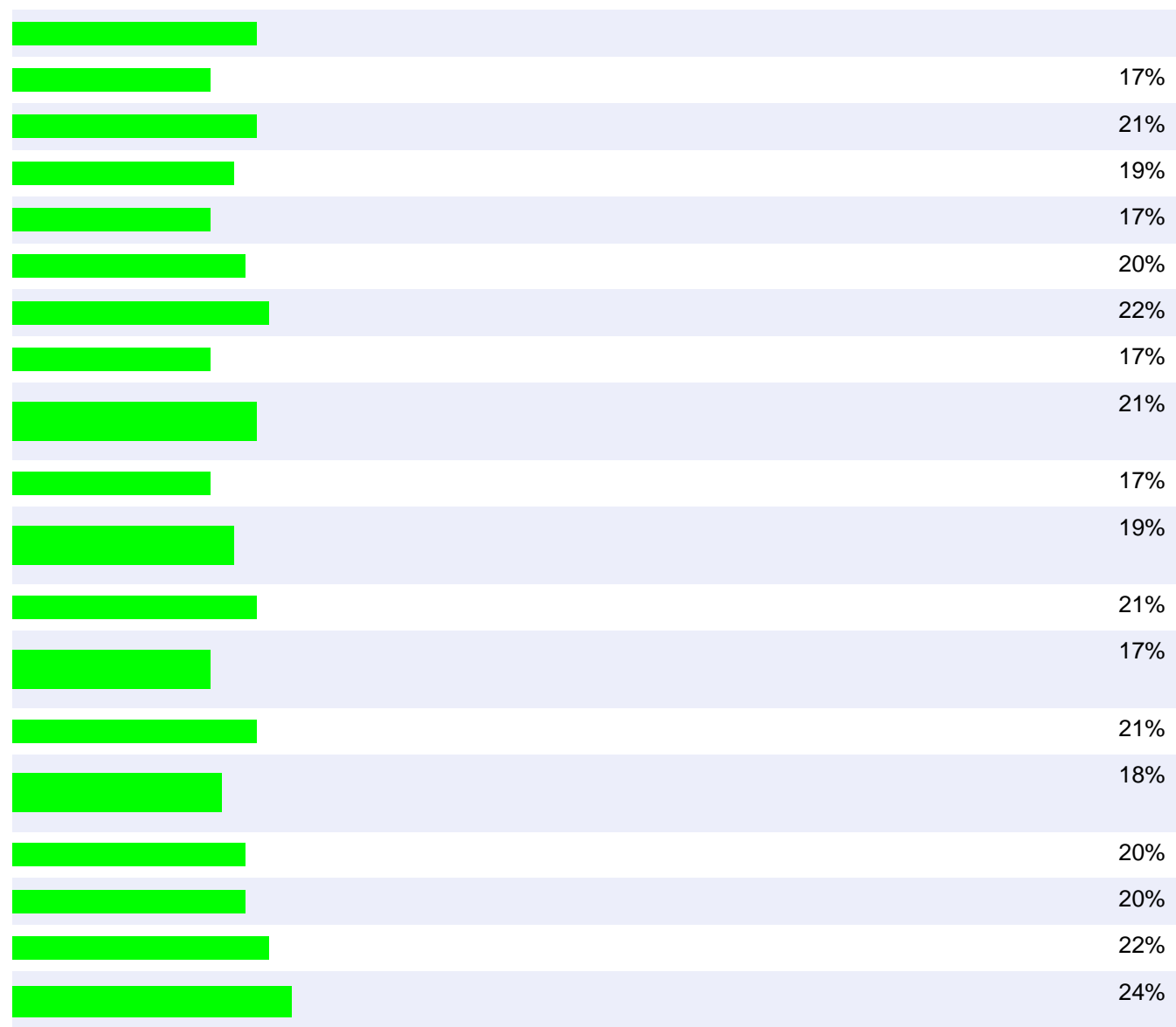
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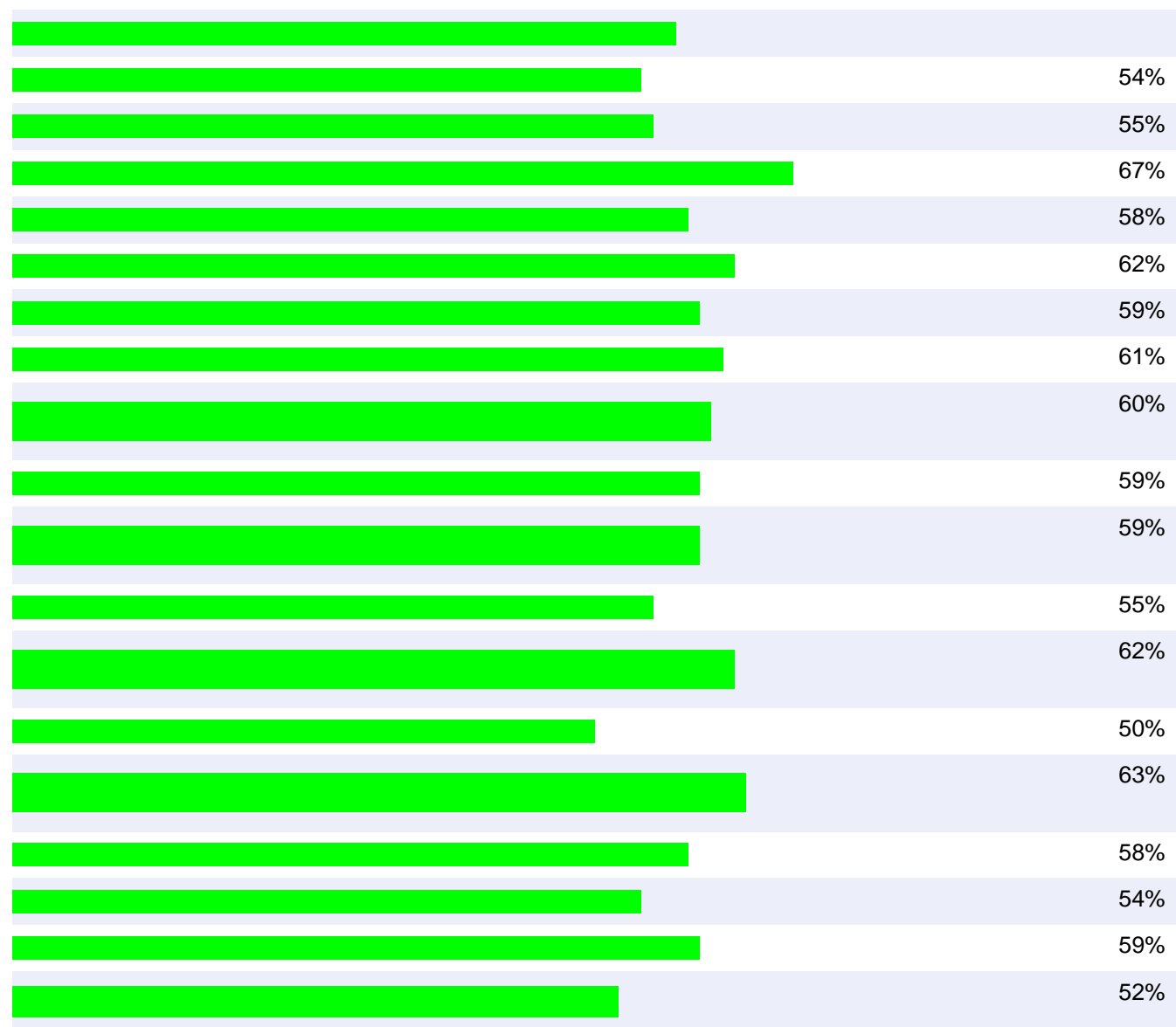
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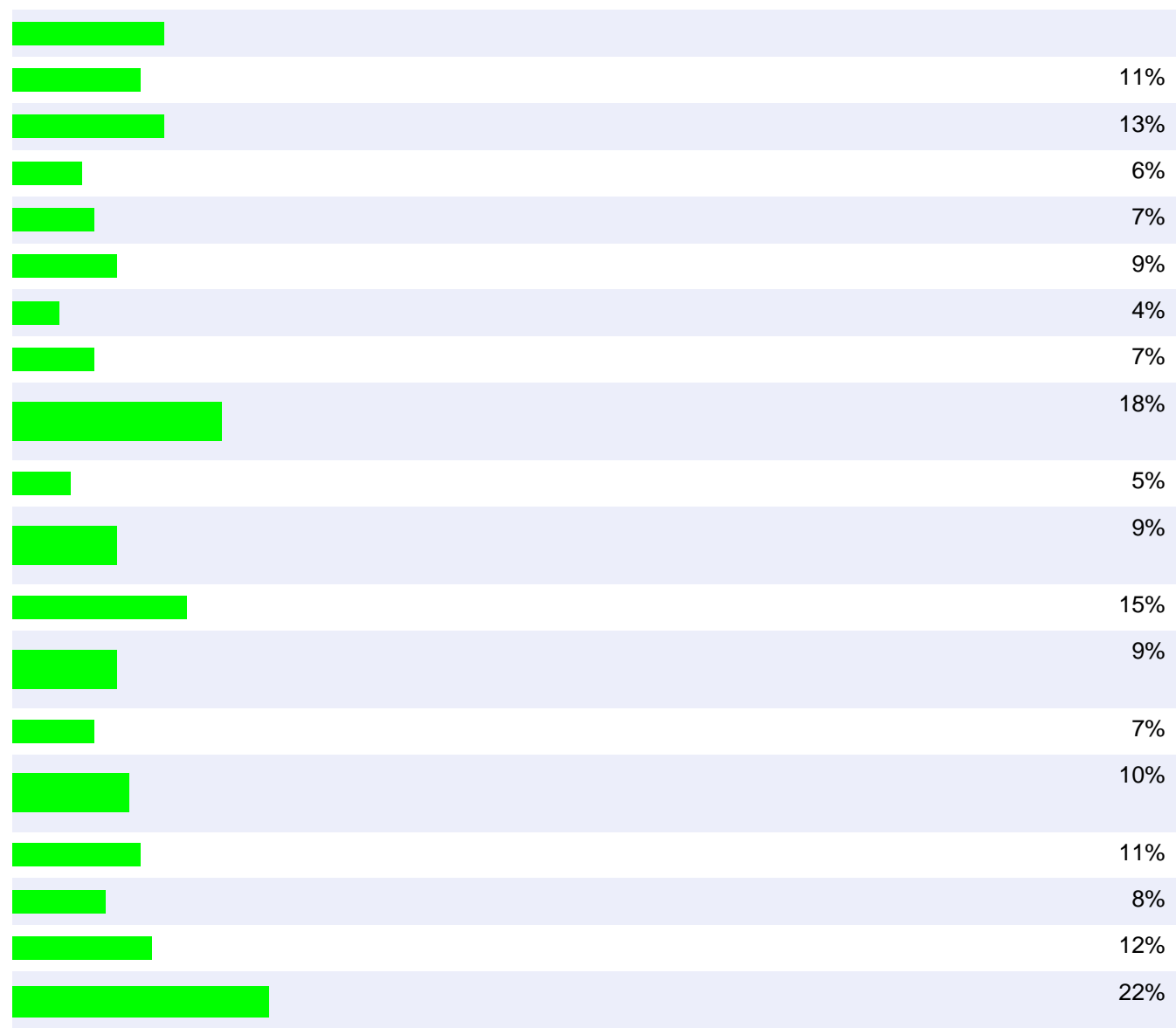
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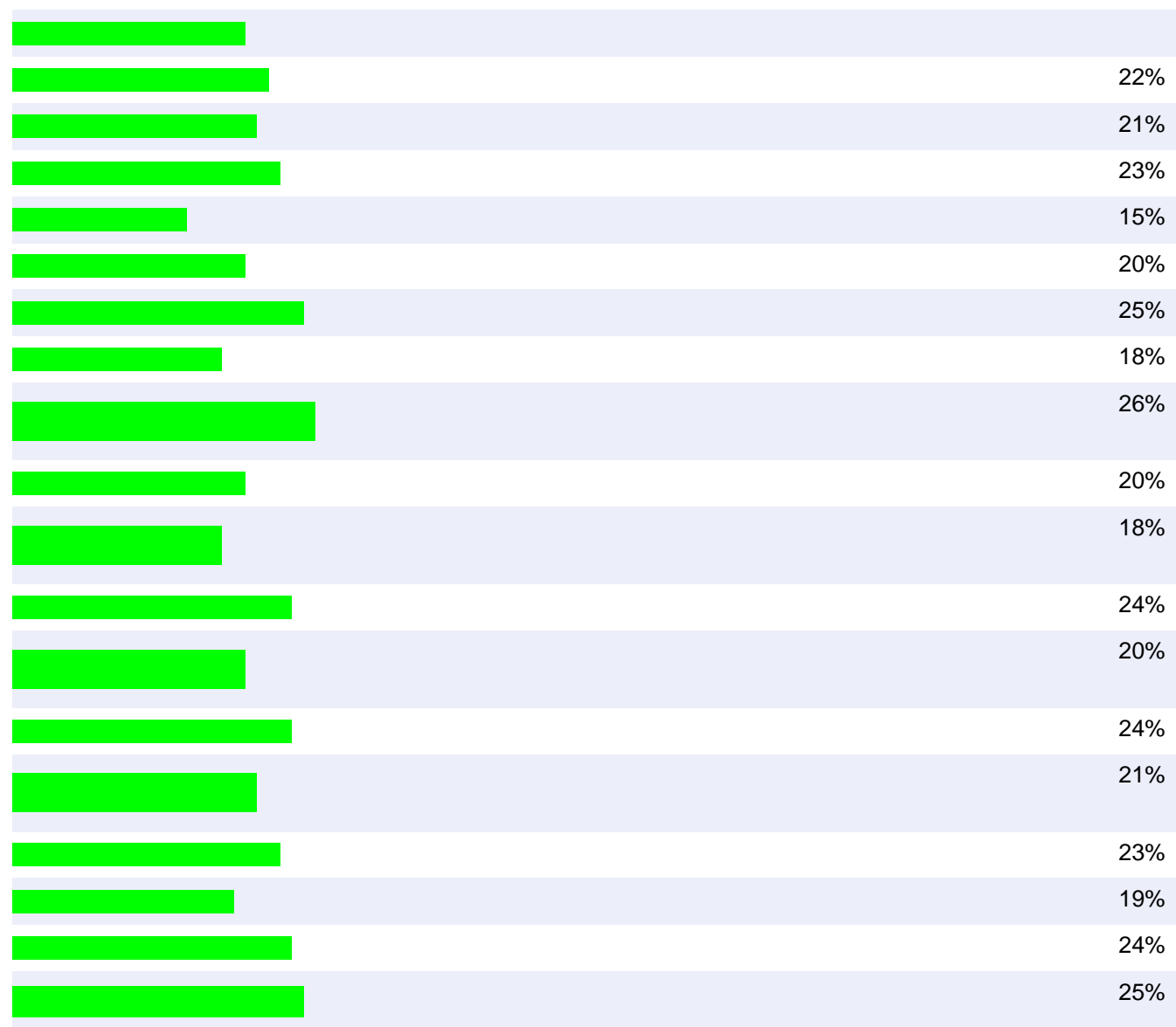
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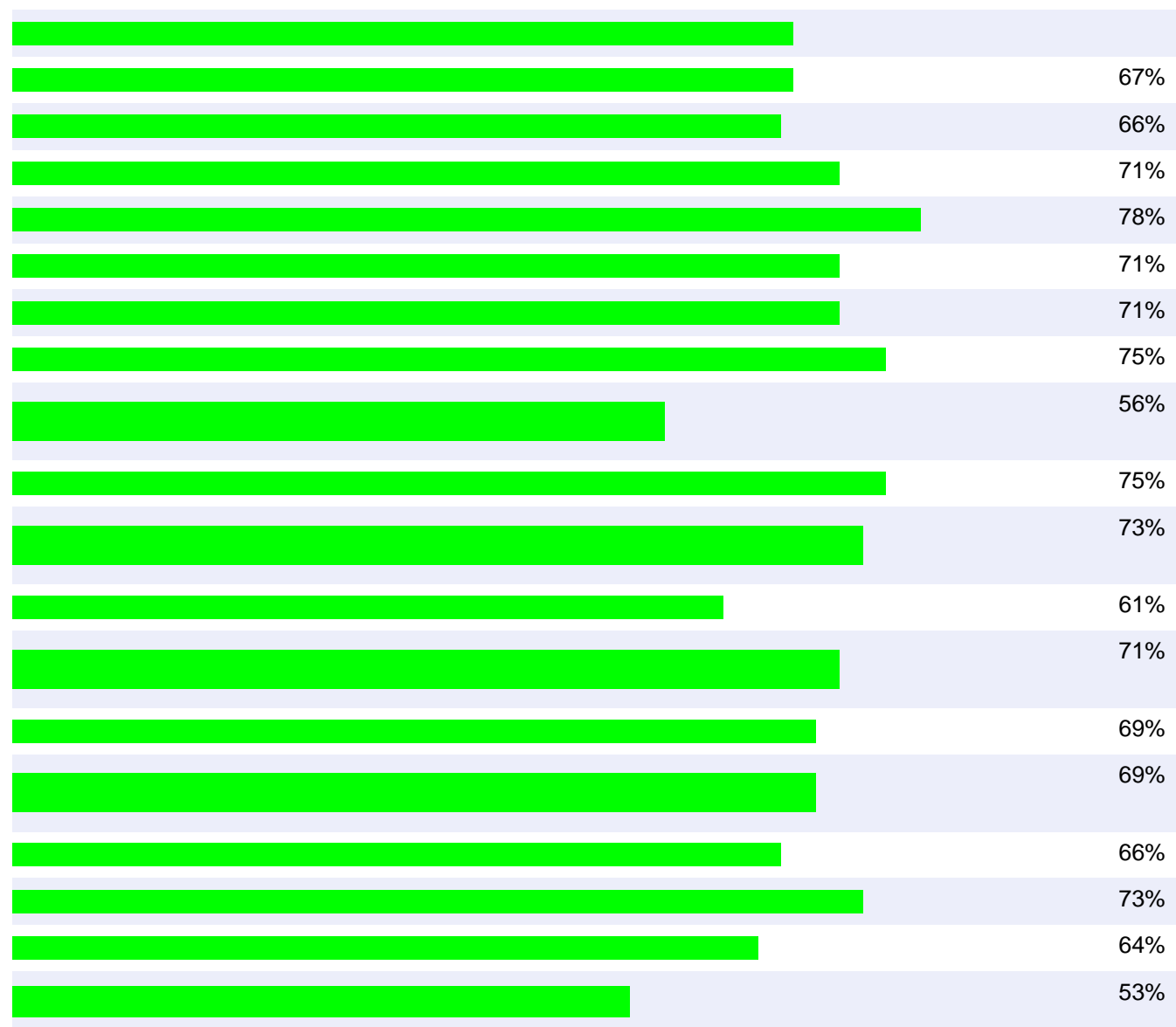
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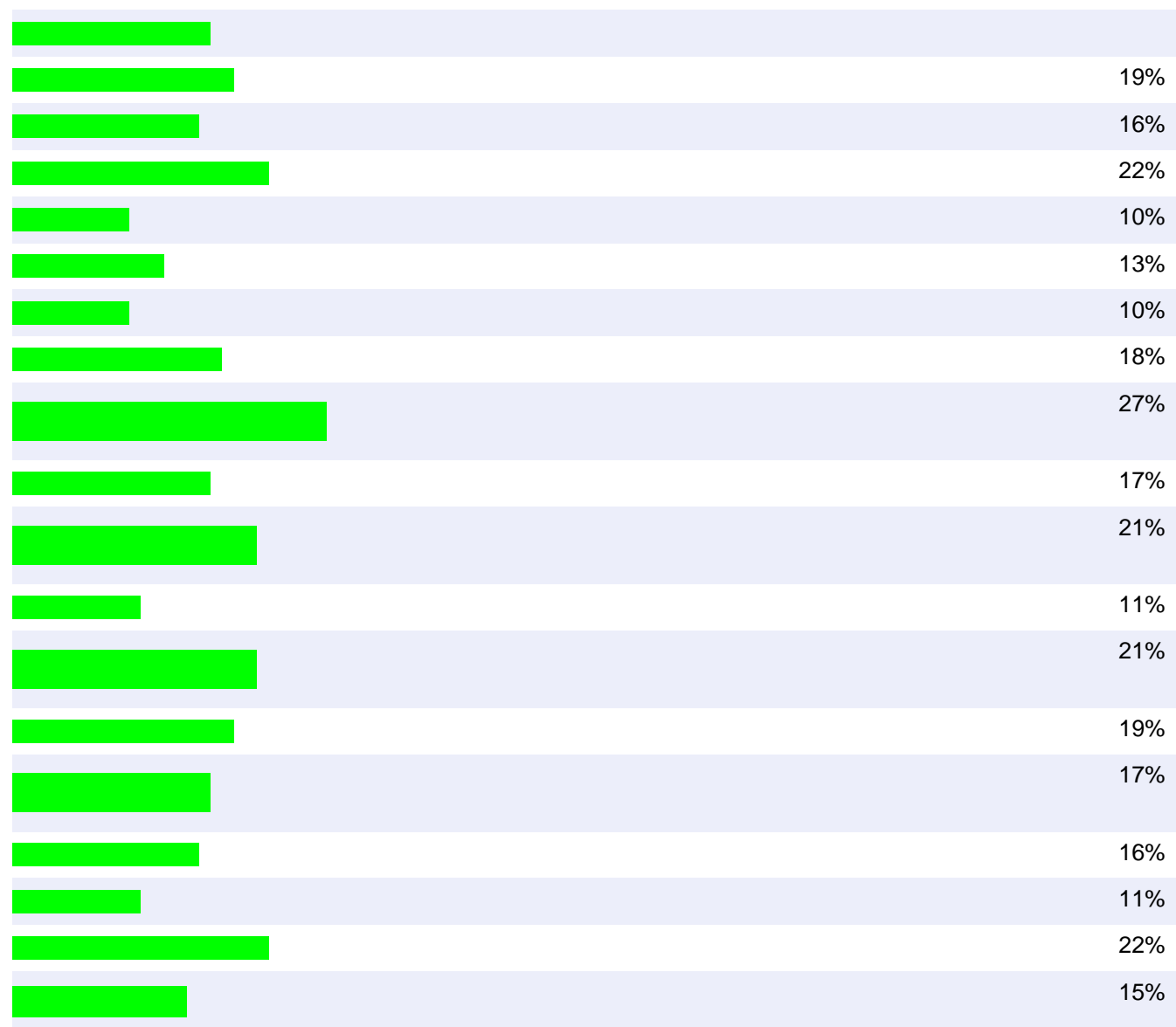
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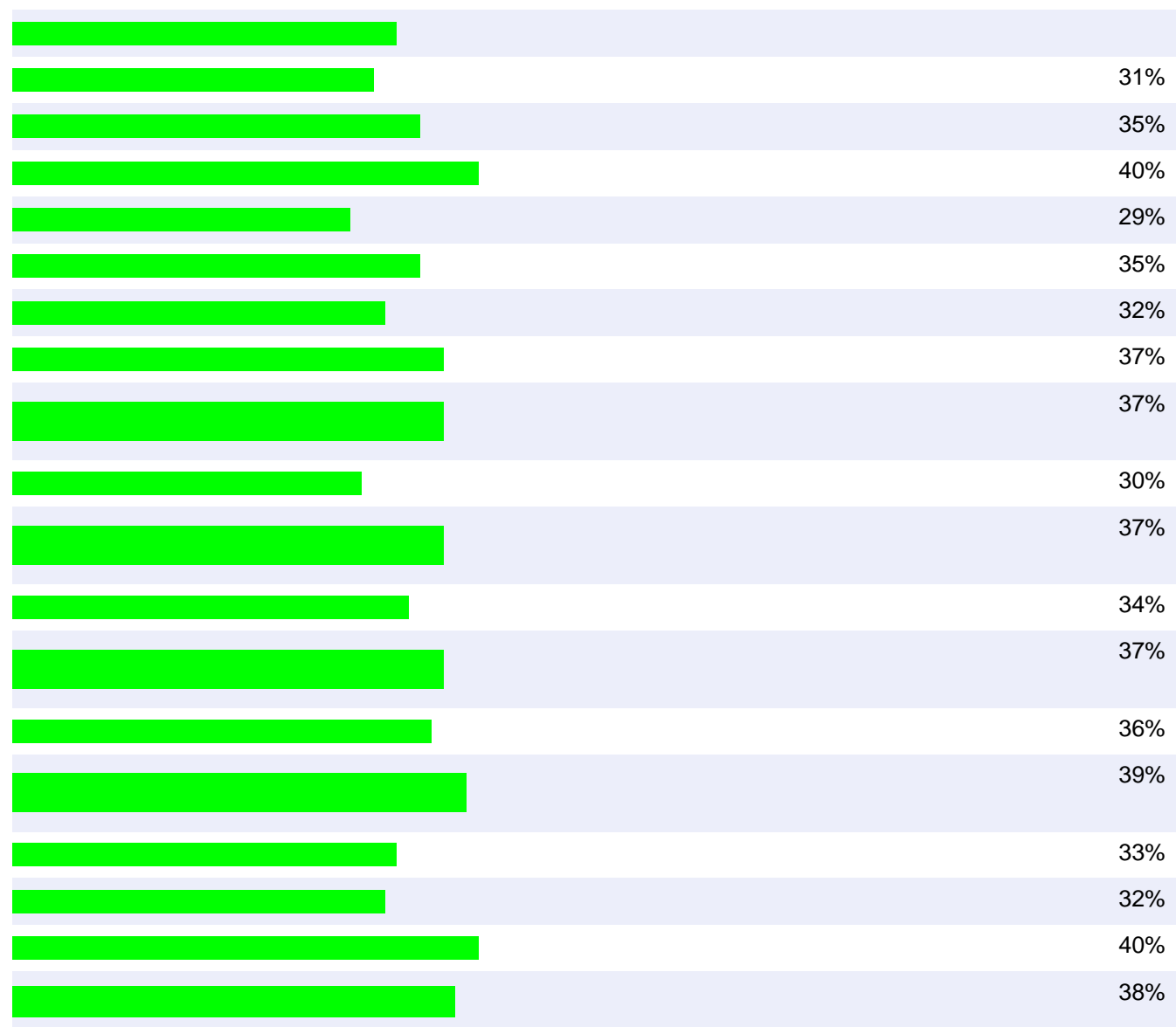
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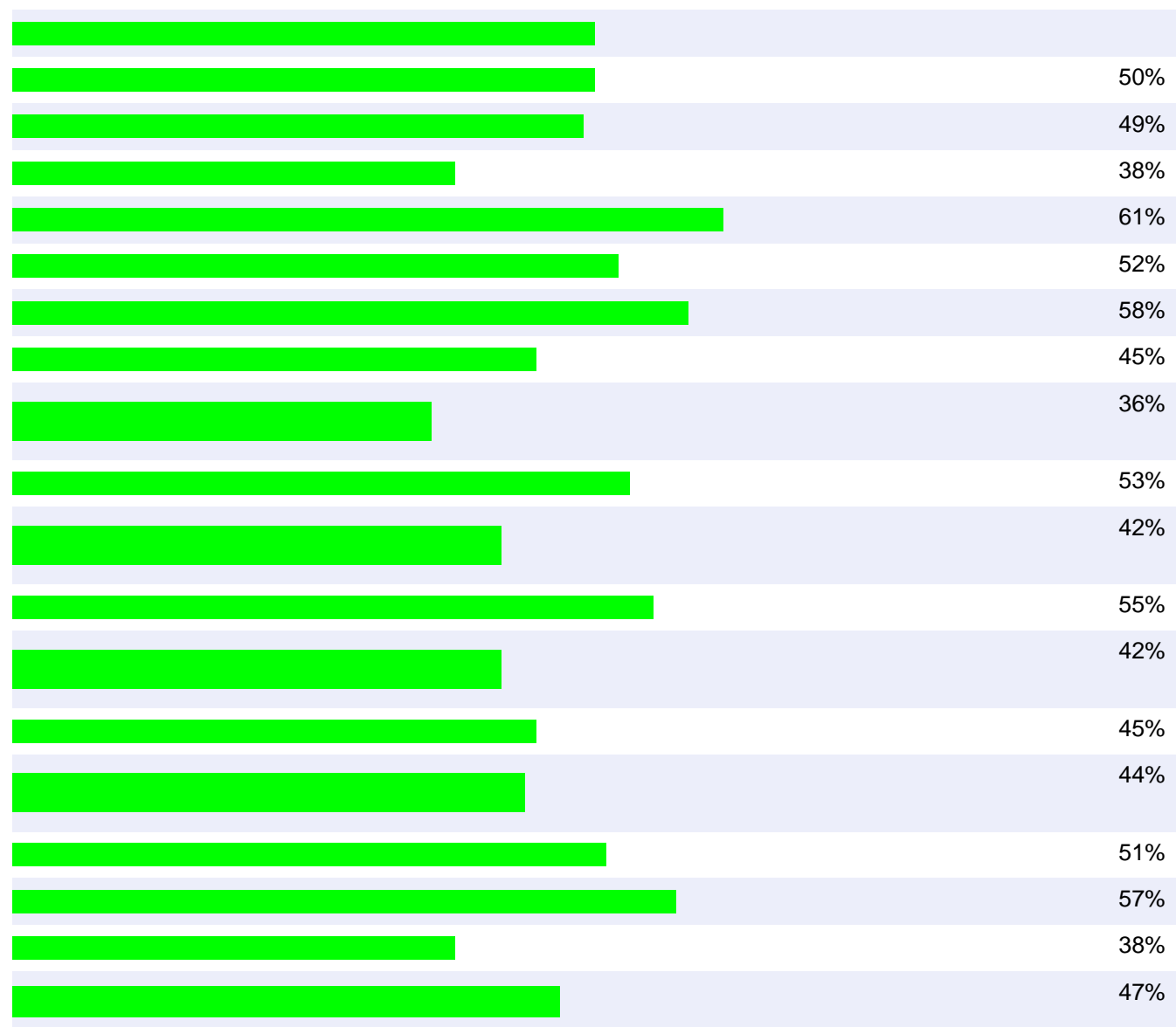
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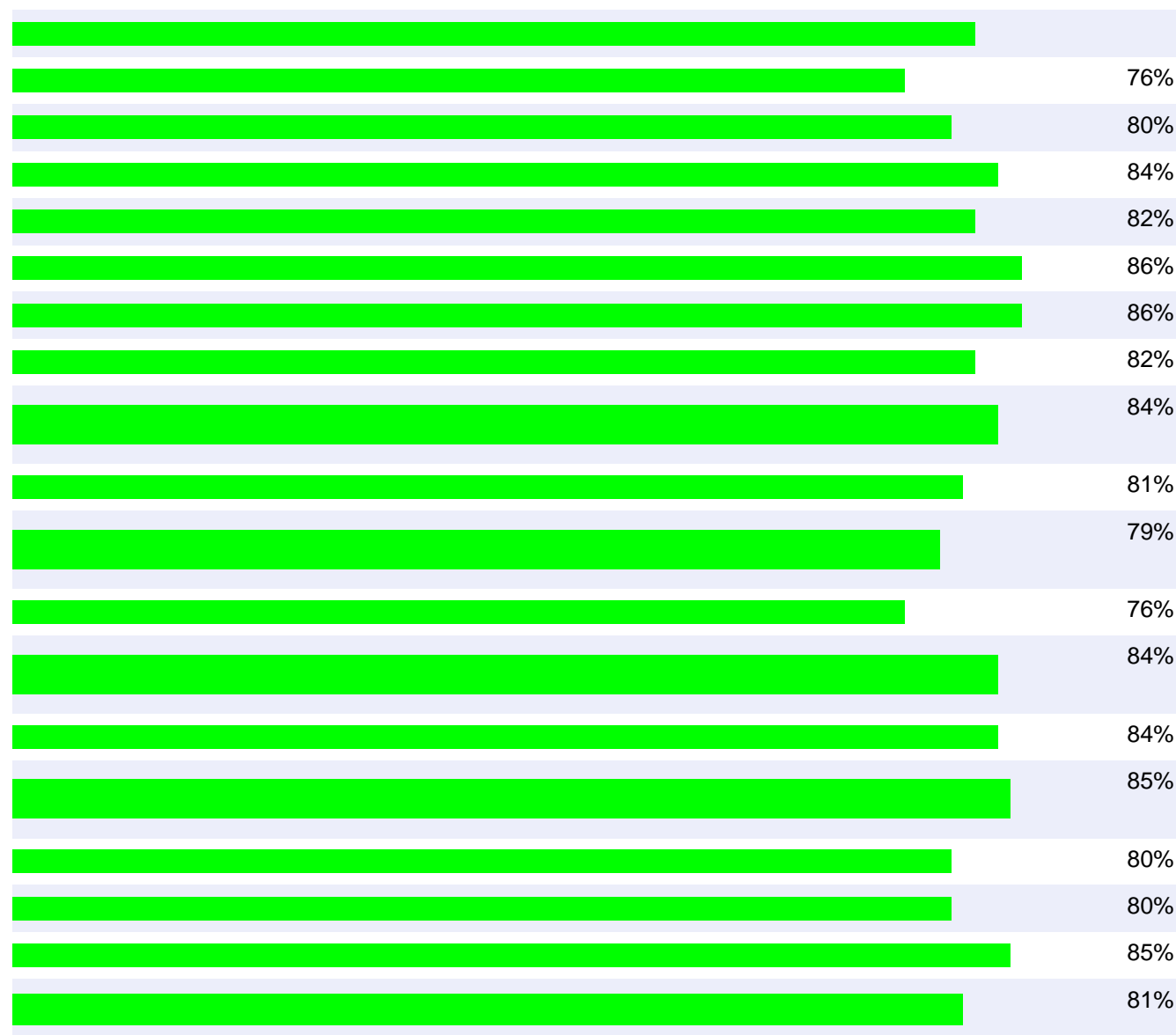
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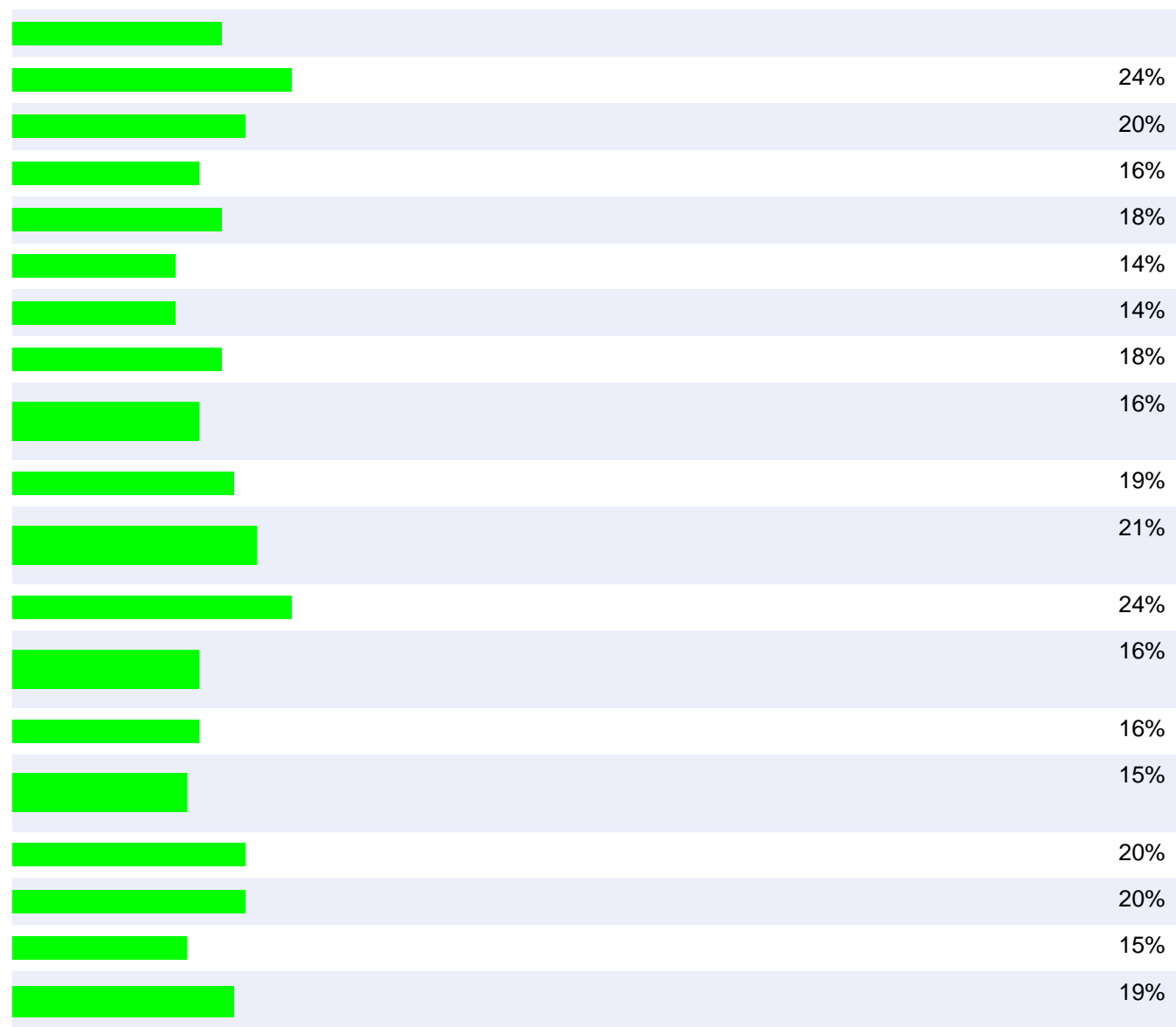
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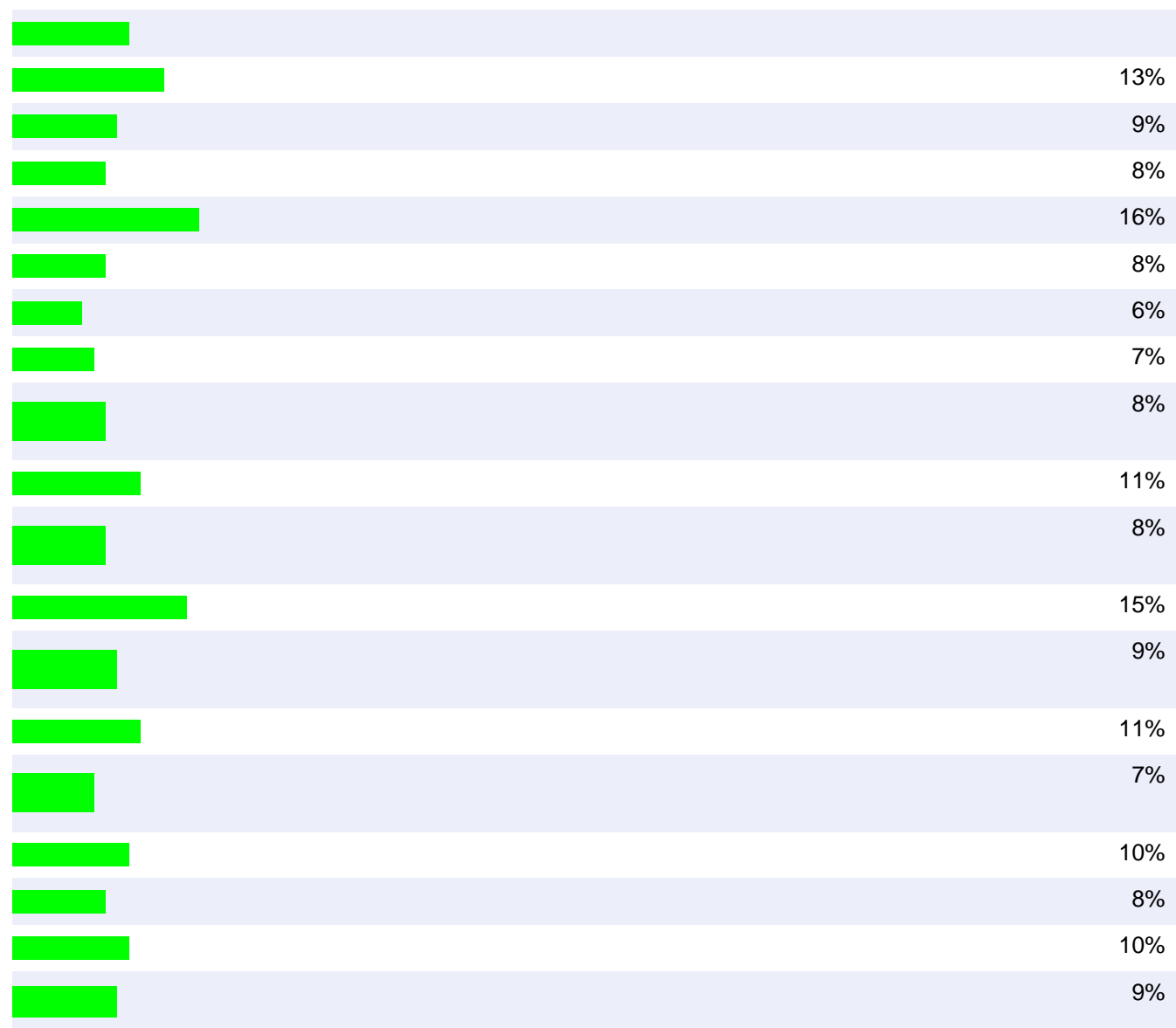
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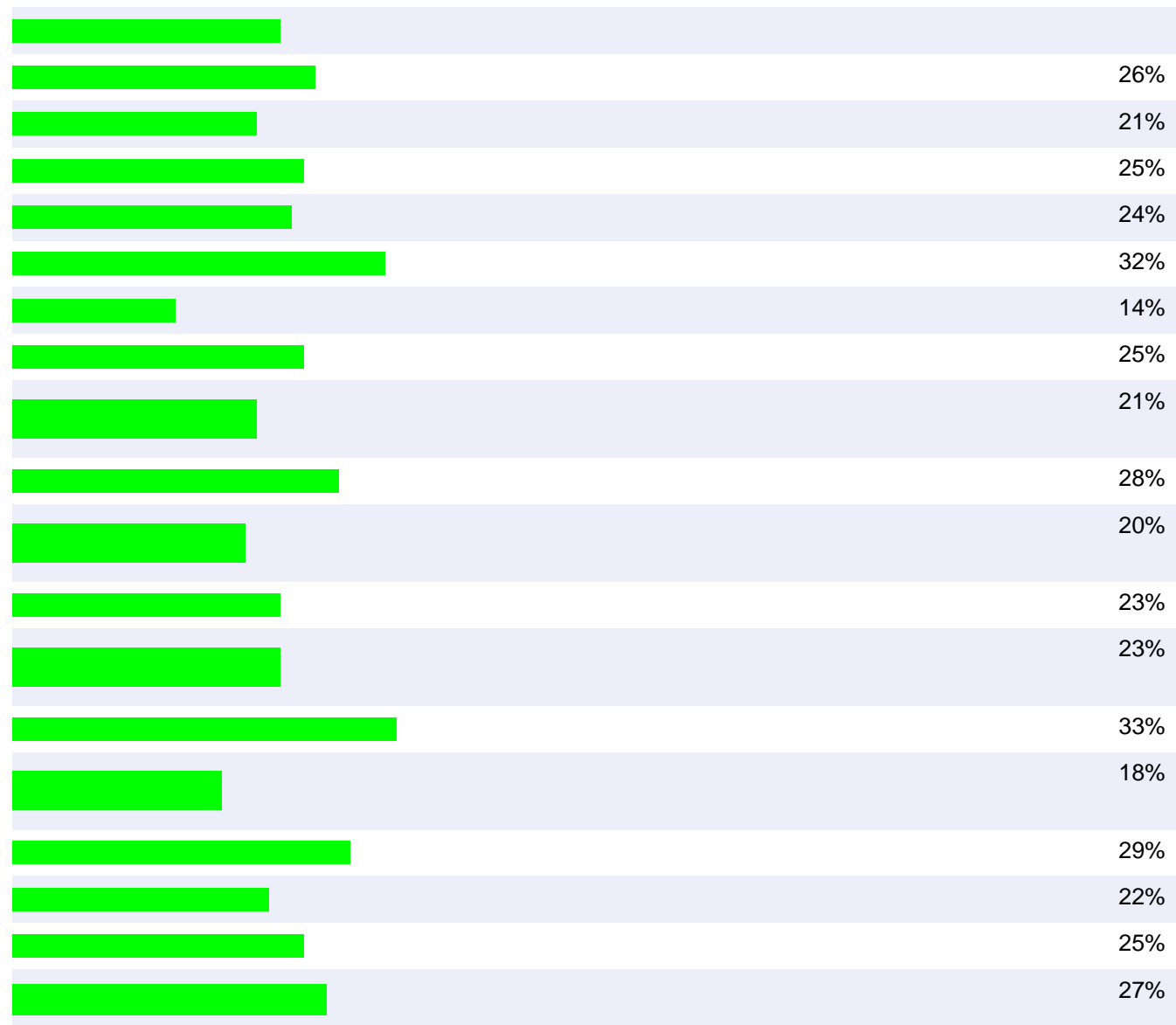
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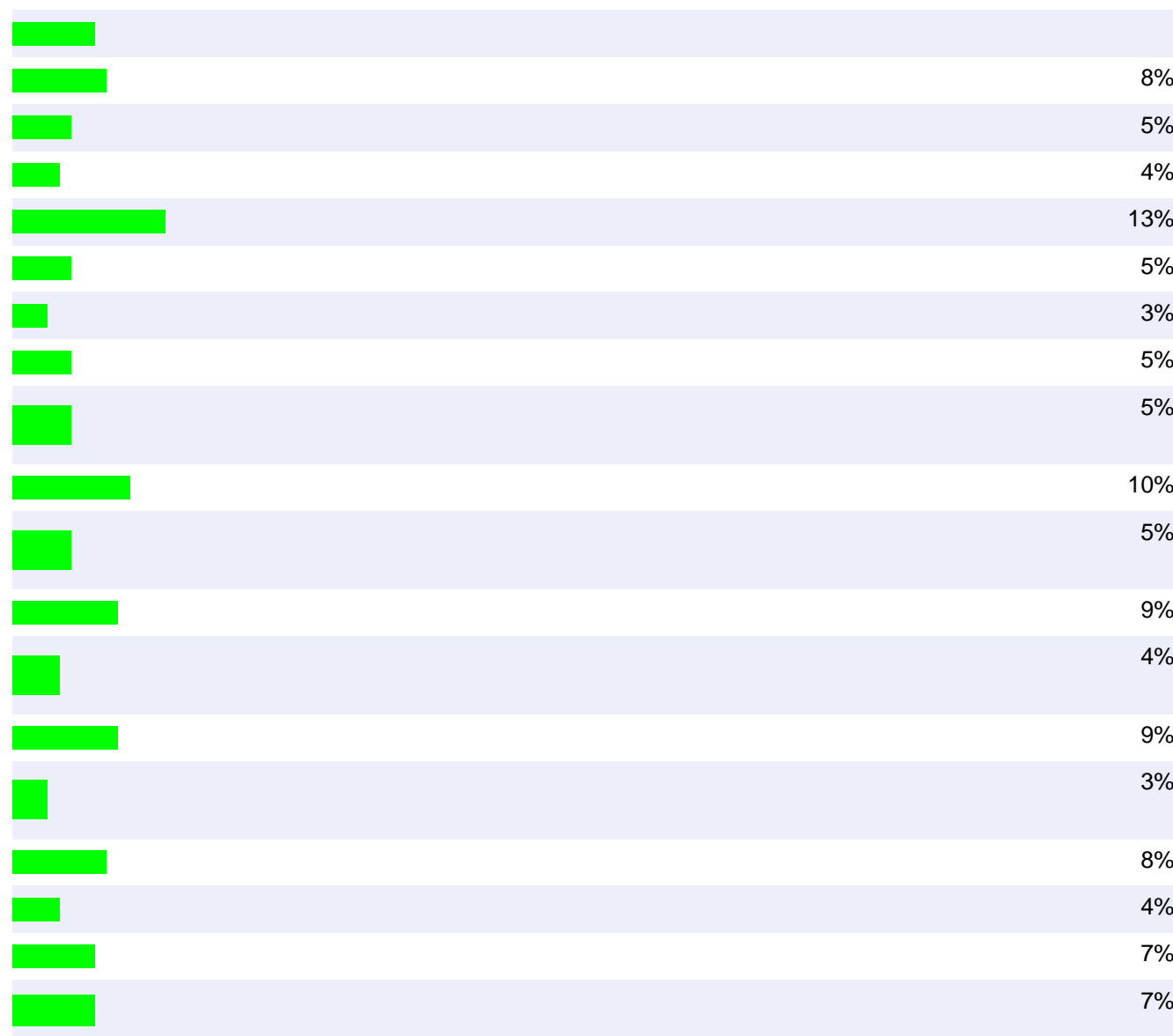
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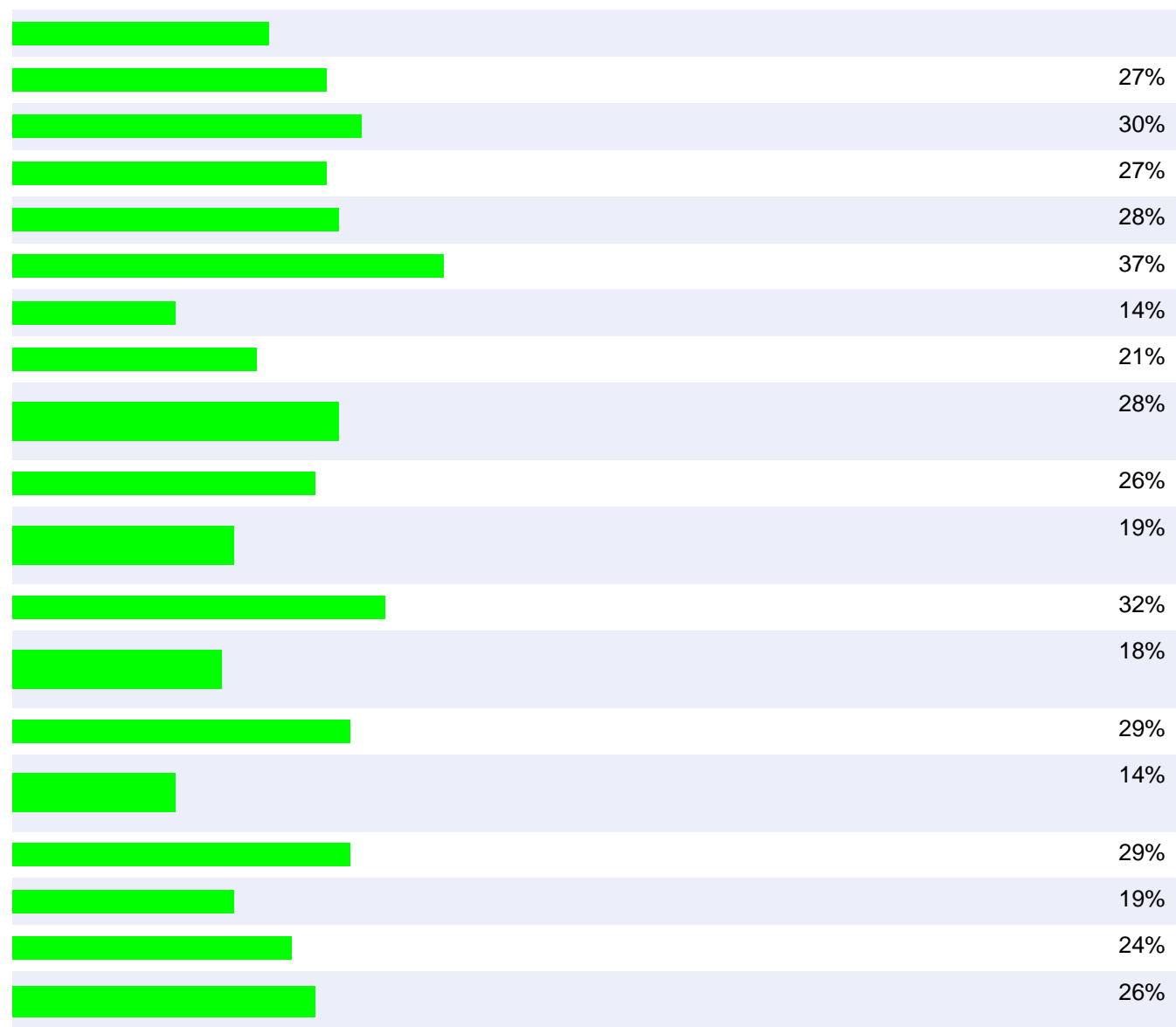
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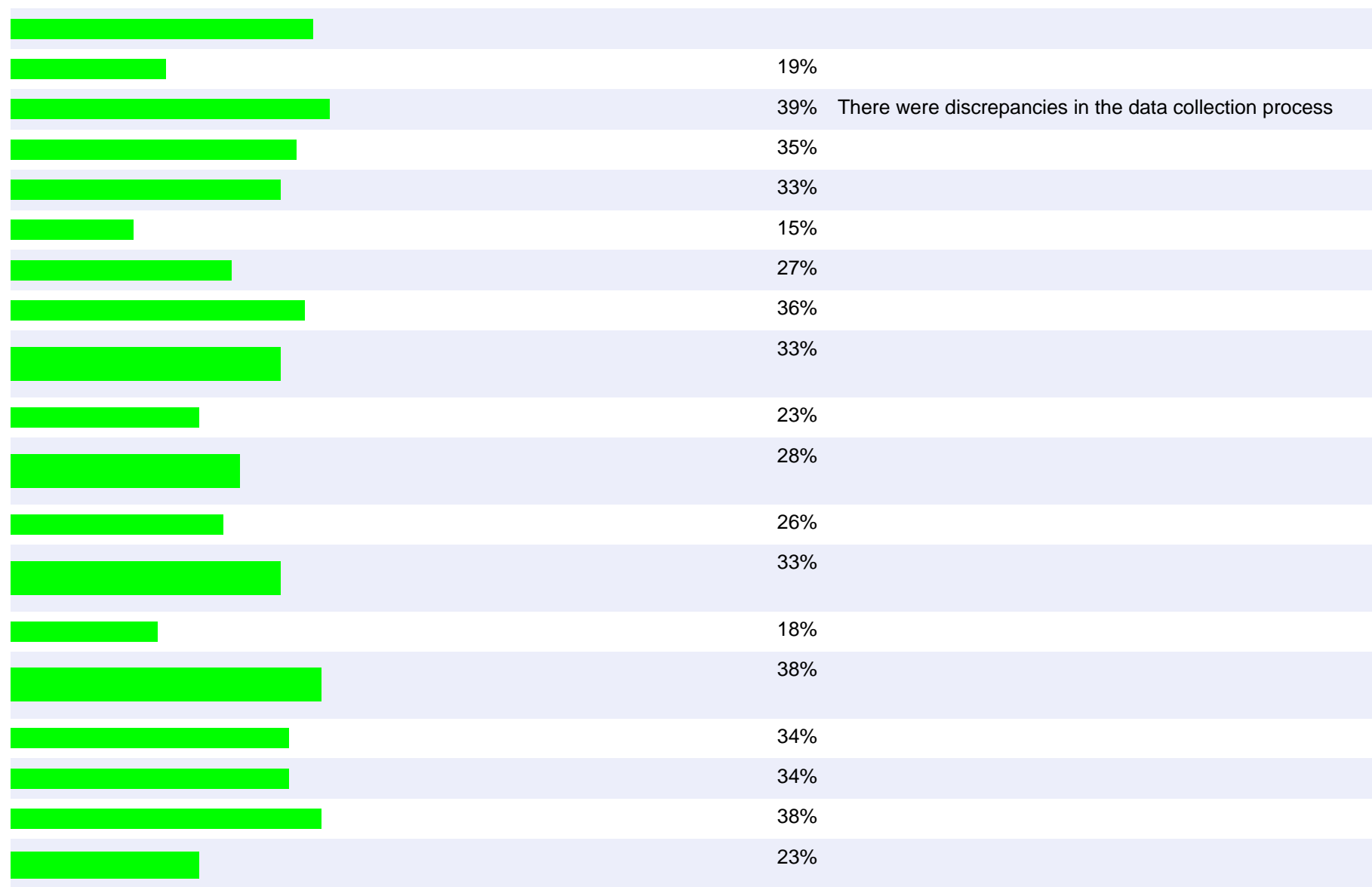
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|                     |
|---------------------|
|                     |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| Between 100 and 299 |
| Between 100 and 299 |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |

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|        | CENTER  |                            |
|--------|---|----------------------------|
| 050295 | MERCY HOSPITAL  | 2215 TRUXTUN AVENUE        |
| 050296 | HAZEL HAWKINS MEMORIAL HOSPITAL                       | 911 SUNSET DRIVE           |
| 050298 | BARSTOW COMMUNITY HOSPITAL                            | 820 E MOUNTAIN VIEW STREET |
| 050300 | ST MARY MEDICAL CENTER                                | 18300 HIGHWAY 18           |
| 050301 | UKIAH VALLEY MEDICAL CENTER/HOSPITAL<br>D             | 275 HOSPITAL DRIVE         |
| 050305 | ALTA BATES SUMMIT MEDICAL CENTER -<br>ALTA BATES CAMP | 2450 ASHBY AVE             |
| 050308 | EL CAMINO HOSPITAL                                    | 2500 GRANT ROAD            |
| 050309 | SUTTER ROSEVILLE MEDICAL CENTER                       | ONE MEDICAL PLAZA          |
| 050313 | SUTTER TRACY COMMUNITY HOSPITAL                       | 1420 N TRACY BLVD          |
| 050315 | KERN MEDICAL CENTER                                   | 1700 MOUNT VERNON AVENUE   |
| 050320 | ALAMEDA COUNTY MEDICAL CENTER                         | 1411 E 31ST ST             |
| 050324 | SCRIPPS MEMORIAL HOSPITAL LA JOLLA                    | 9888 GENESEE AVENUE        |
| 050327 | LOMA LINDA UNIVERSITY MEDICAL CENTER                  | 11234 ANDERSON ST          |
| 050329 | CORONA REGIONAL MEDICAL CENTER                        | 800 SOUTH MAIN STREET      |
| 050334 | SALINAS VALLEY MEMORIAL HOSPITAL                      | 450 EAST ROMIE LANE        |
| 050335 | SONORA REGIONAL MEDICAL CENTER                        | 1000 GREENLEY ROAD         |
| 050336 | LODI MEMORIAL HOSPITAL                                | 975 S FAIRMONT AVENUE      |
| 050342 | PIONEERS MEMORIAL HEALTHCARE<br>DISTRICT              | 207 WEST LEGION ROAD       |
| 050348 | UNIVERSITY OF CALIFORNIA IRVINE MED                   | 101 CITY DRIVE SOUTH       |

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|  |               |    |
|--|---------------|----|
|  | BAKERSFIELD   | CA |
|  | HOLLISTER     | CA |
|  | BARSTOW       | CA |
|  | APPLE VALLEY  | CA |
|  | UKIAH         | CA |
|  | BERKELEY      | CA |
|  | MOUNTAIN VIEW | CA |
|  | ROSEVILLE     | CA |
|  | TRACY         | CA |
|  | BAKERSFIELD   | CA |
|  | OAKLAND       | CA |
|  | LA JOLLA      | CA |
|  | LOMA LINDA    | CA |
|  | CORONA        | CA |
|  | SALINAS       | CA |
|  | SONORA        | CA |
|  | LODI          | CA |
|  | BRAWLEY       | CA |
|  | ORANGE        | CA |

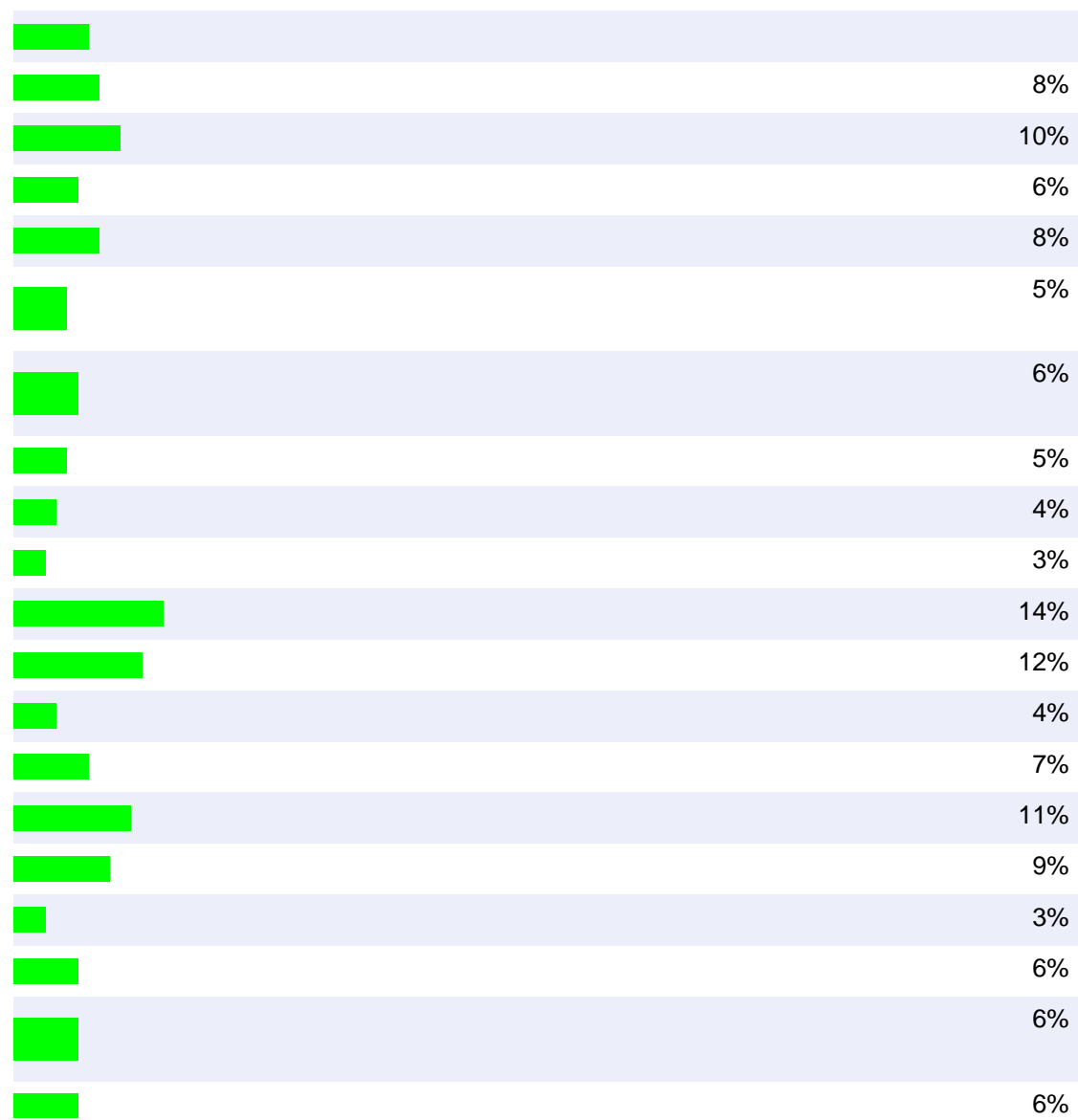
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|       |                |            |
|-------|----------------|------------|
| 93301 | KERN           | 6616325000 |
| 95023 | SAN BENITO     | 8316375711 |
| 92311 | SAN BERNARDINO | 7602561761 |
| 92307 | SAN BERNARDINO | 7602422311 |
| 95482 | MENDOCINO      | 7074623111 |
| 94705 | ALAMEDA        | 5102044444 |
| 94040 | SANTA CLARA    | 6509407000 |
| 95661 | PLACER         | 9167811000 |
| 95376 | SAN JOAQUIN    | 2098351500 |
| 93306 | KERN           | 6613262000 |
| 94602 | ALAMEDA        | 5104374800 |
| 92037 | SAN DIEGO      | 8586264123 |
| 92354 | SAN BERNARDINO | 9095584000 |
| 92882 | RIVERSIDE      | 9517374343 |
| 93901 | MONTEREY       | 8317574333 |
| 95370 | TUOLUMNE       | 2095323161 |
| 95240 | SAN JOAQUIN    | 2093343411 |
| 92227 | IMPERIAL       | 7603513333 |
| 92868 | ORANGE         | 7144566112 |

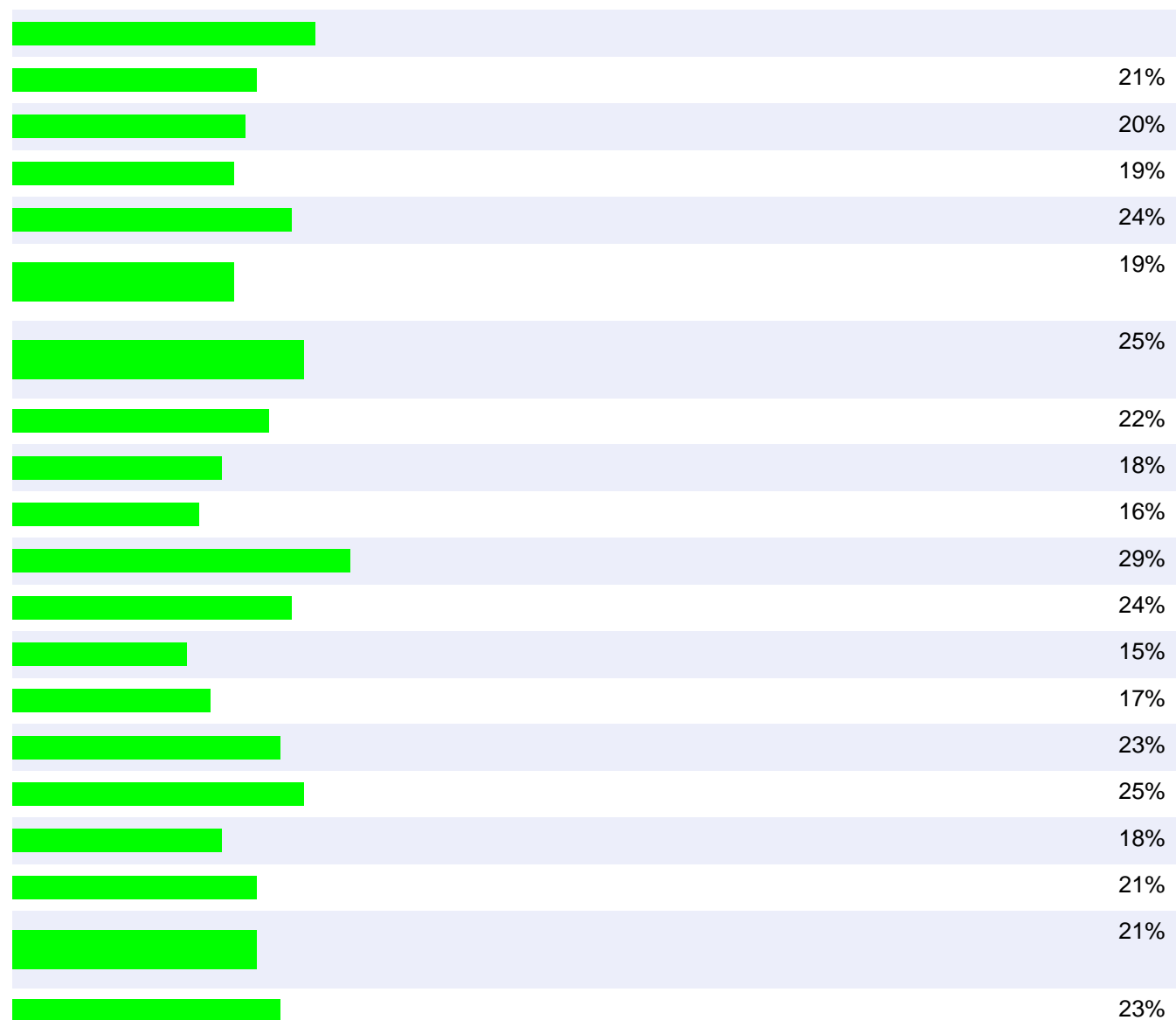
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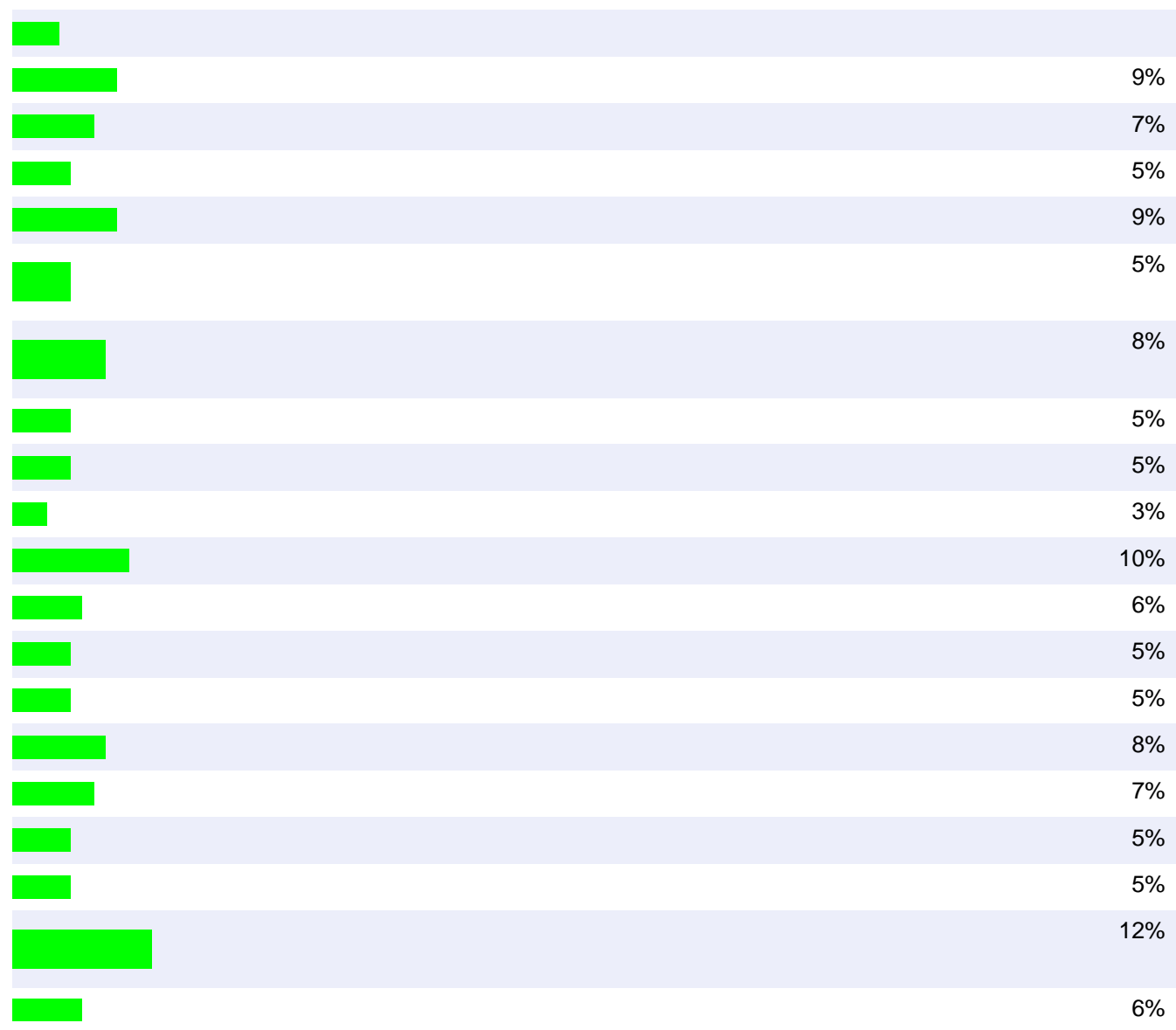
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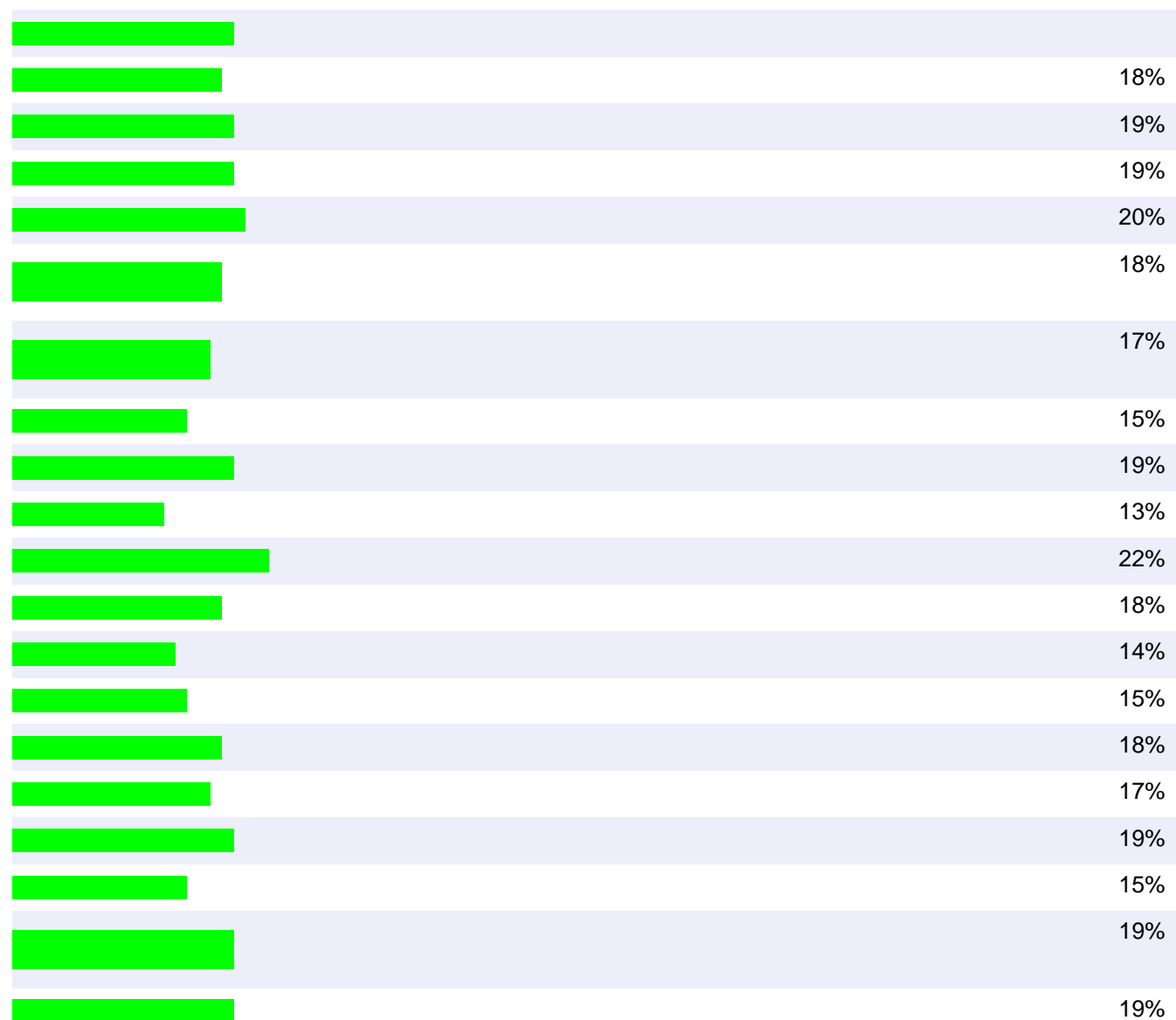
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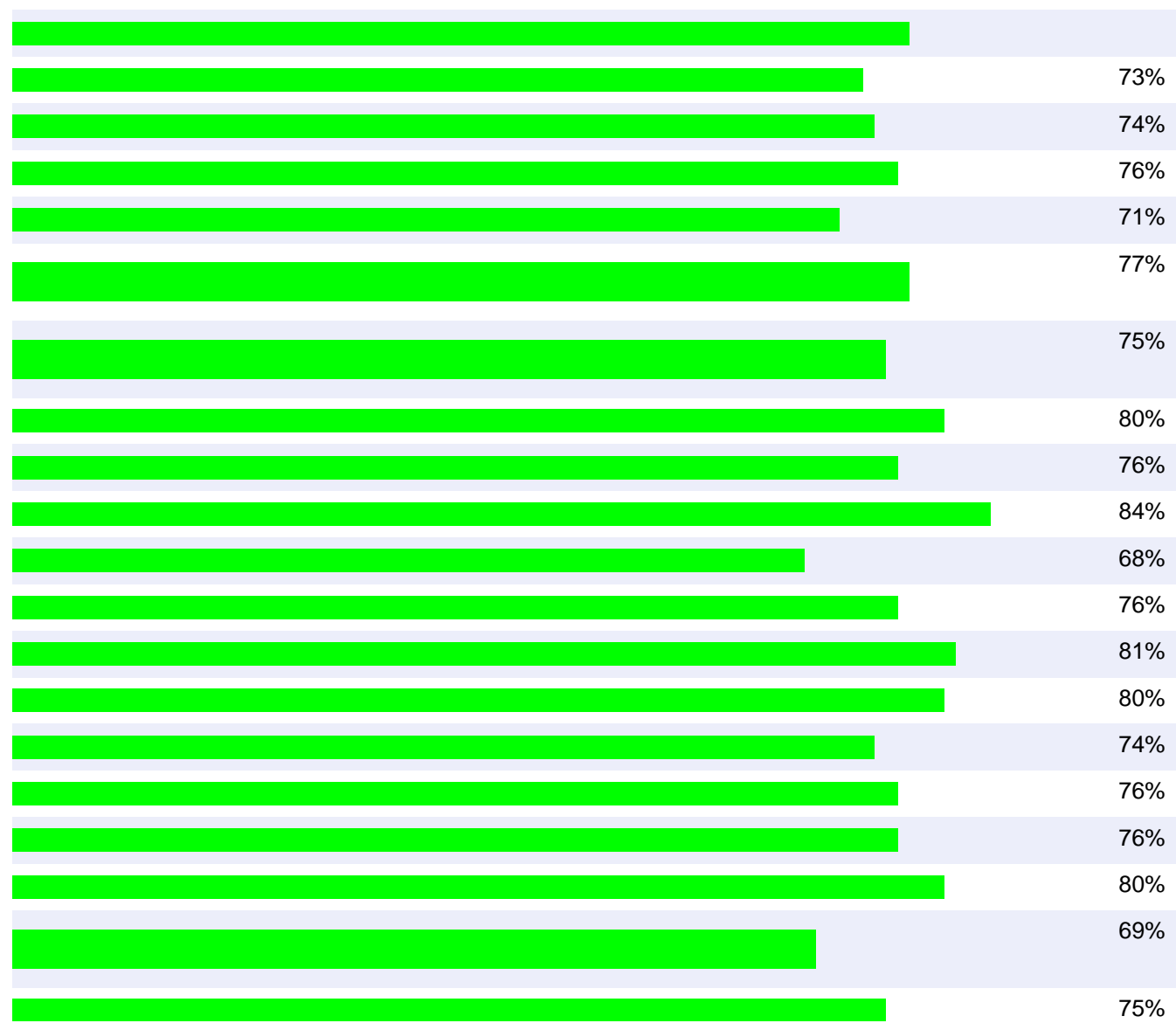
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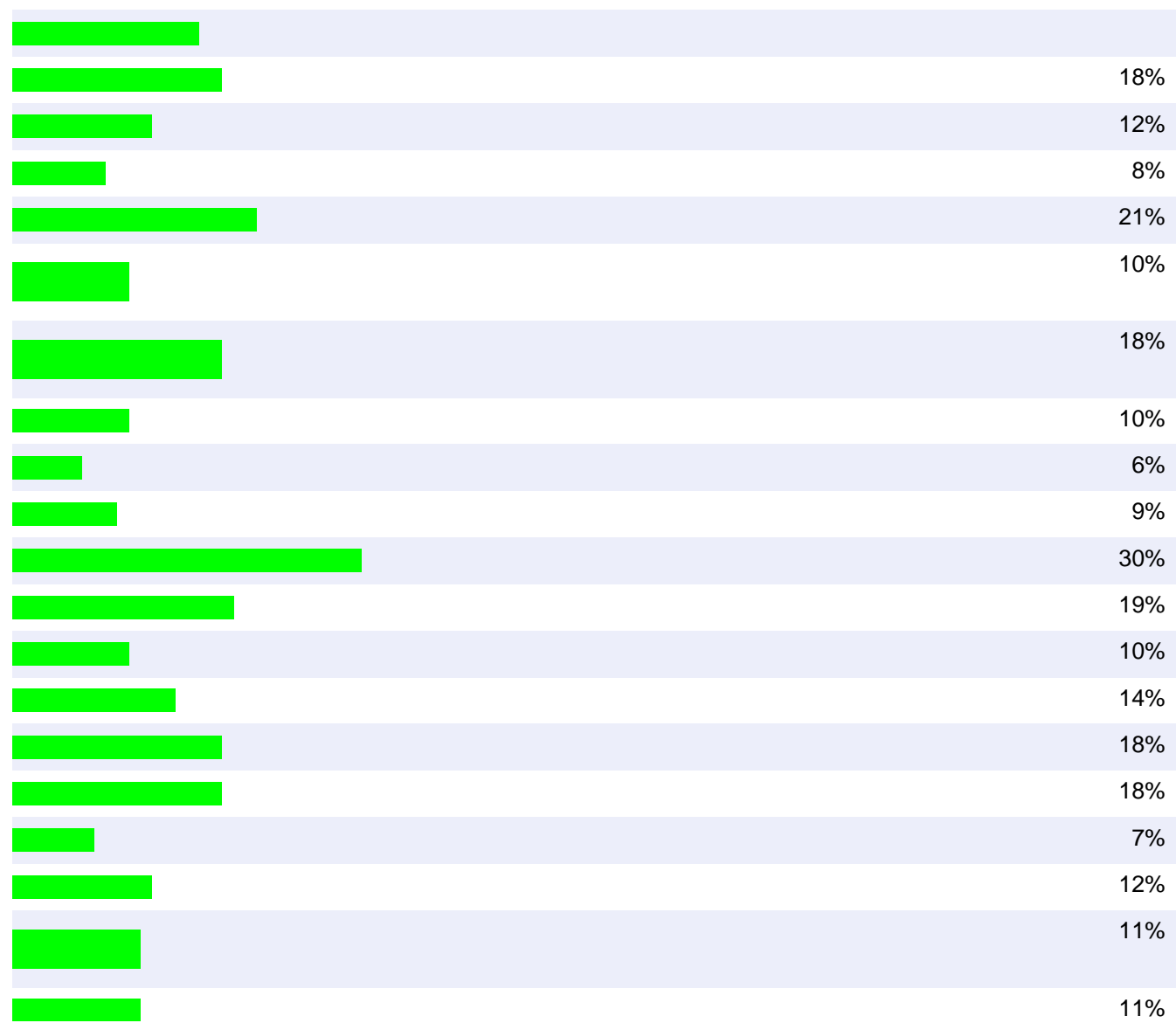
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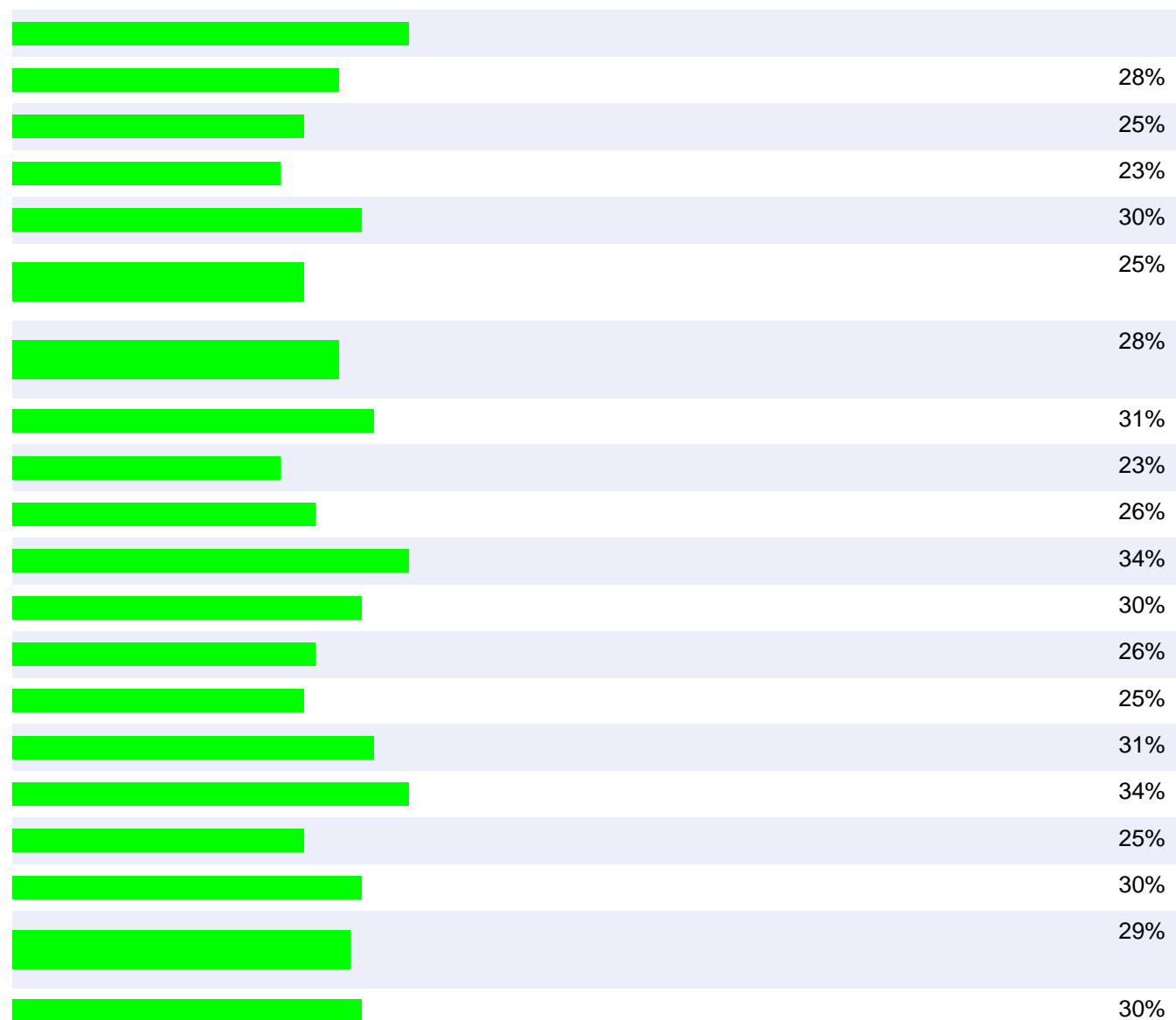
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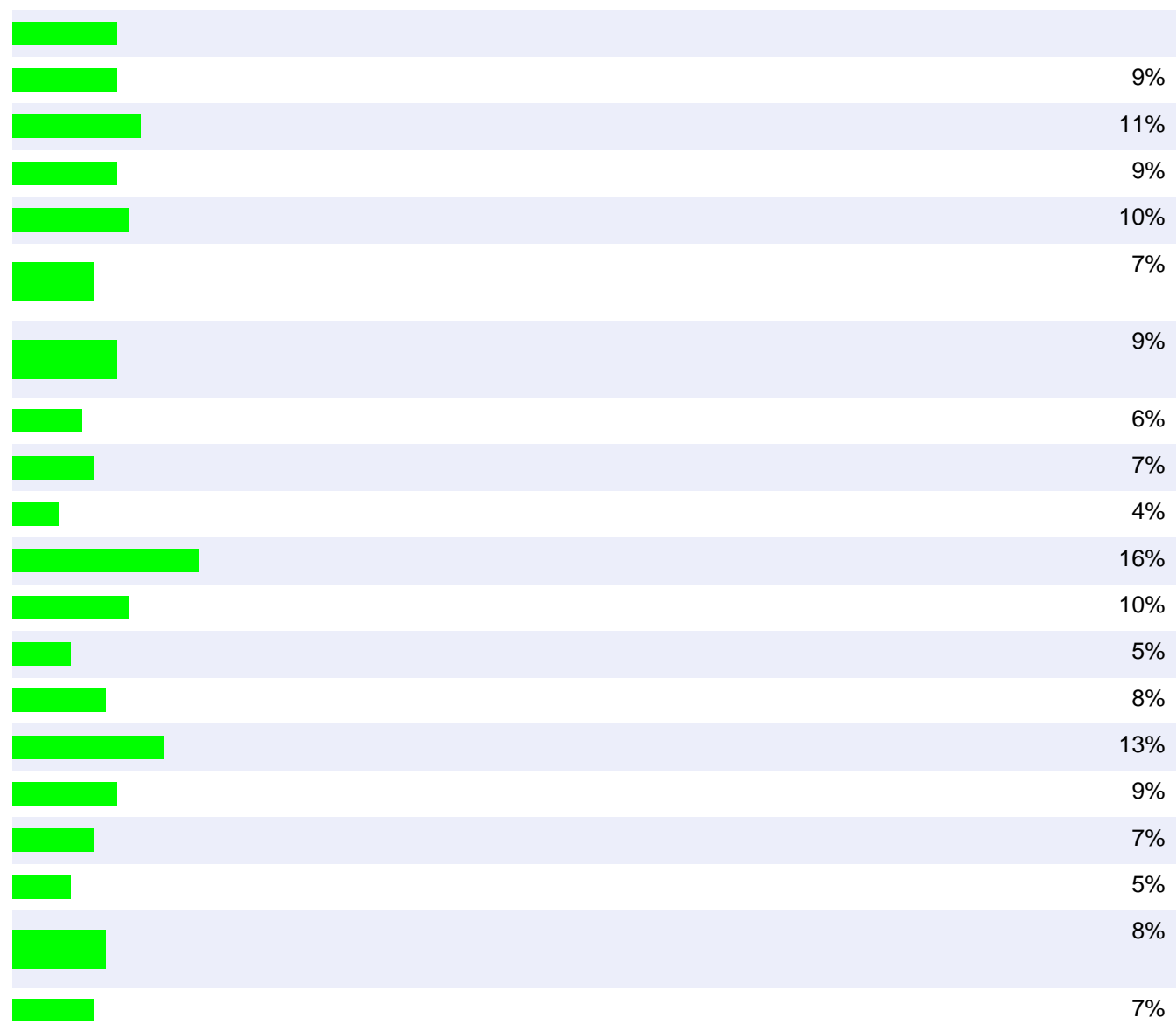
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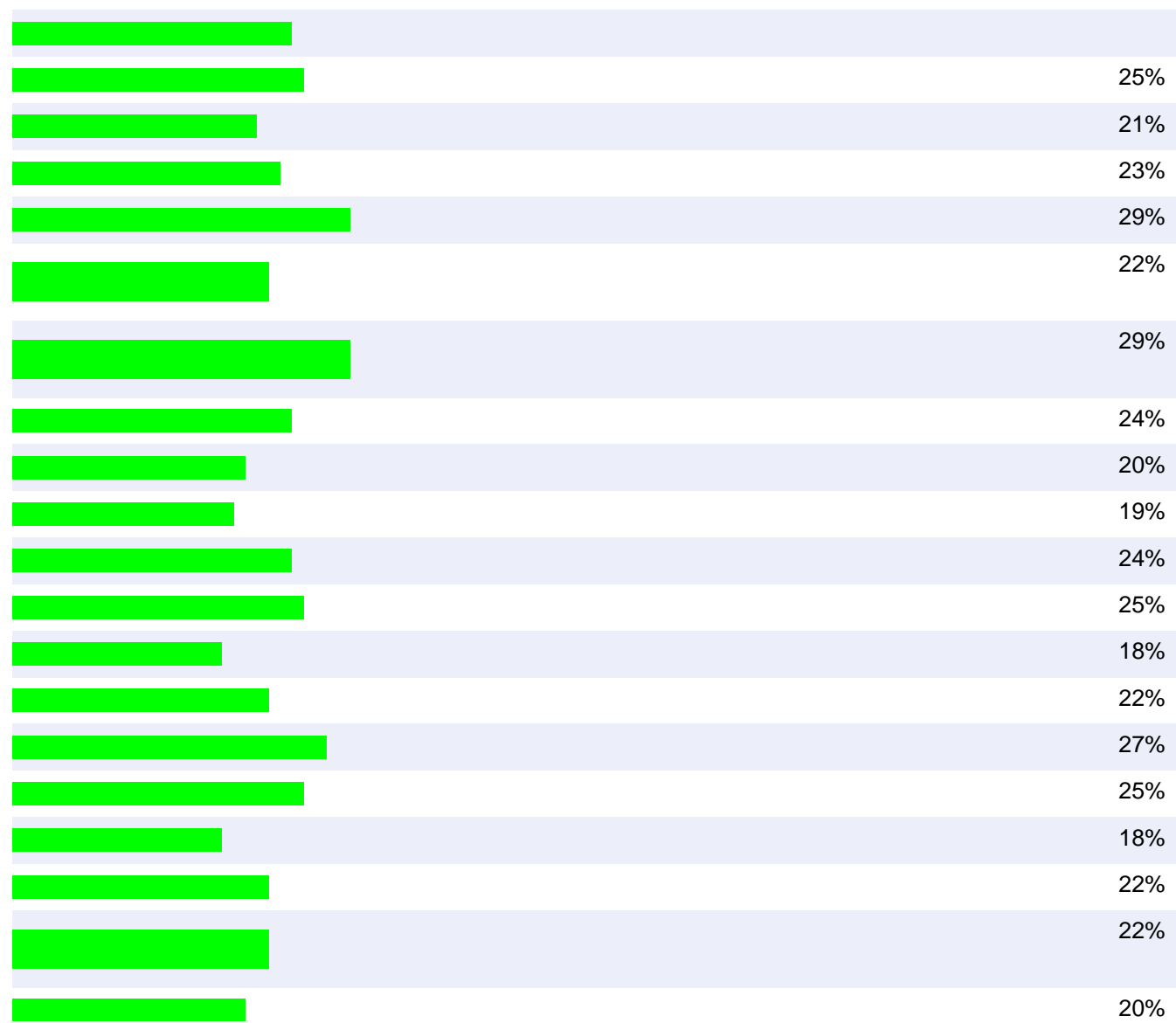
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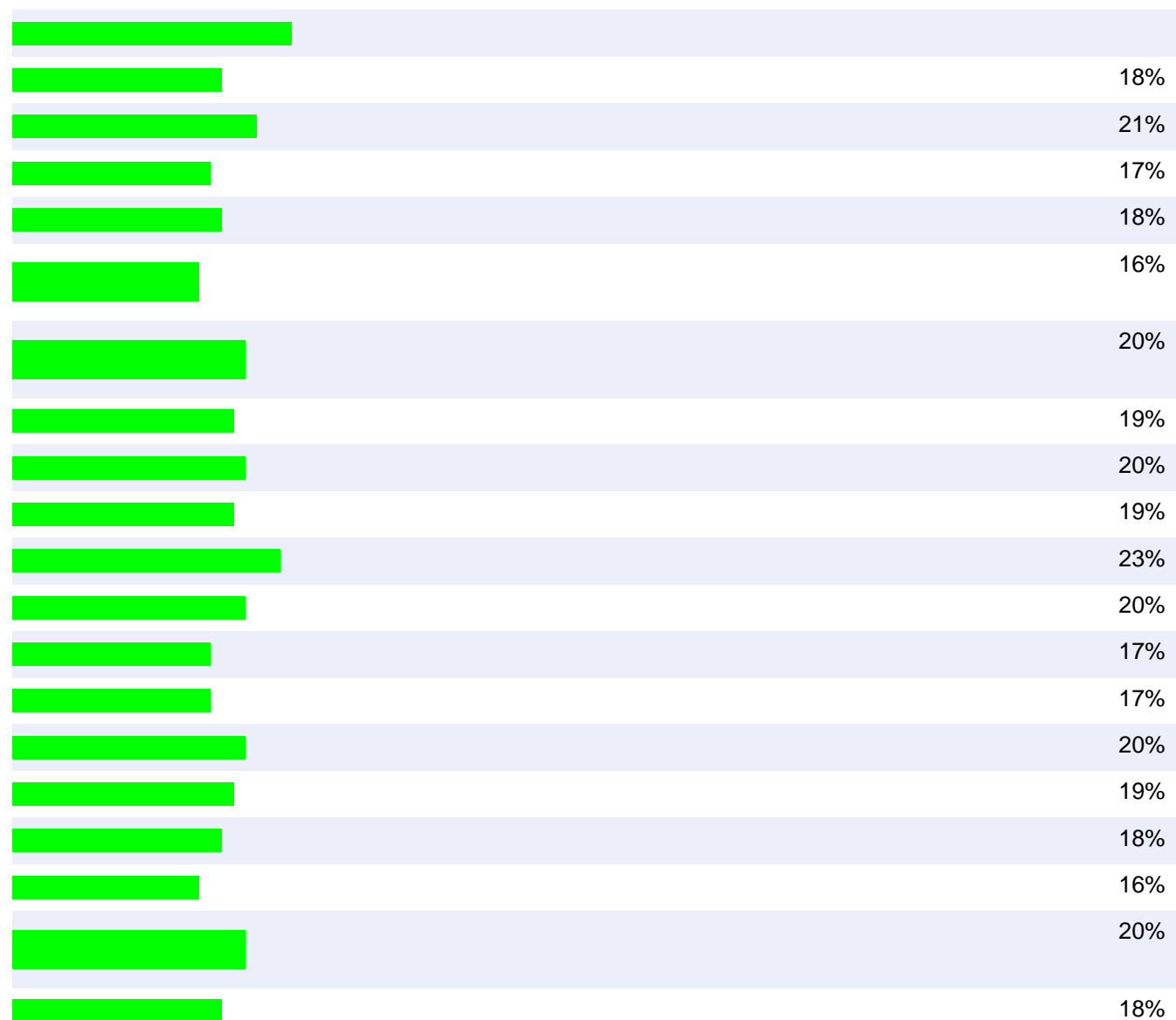
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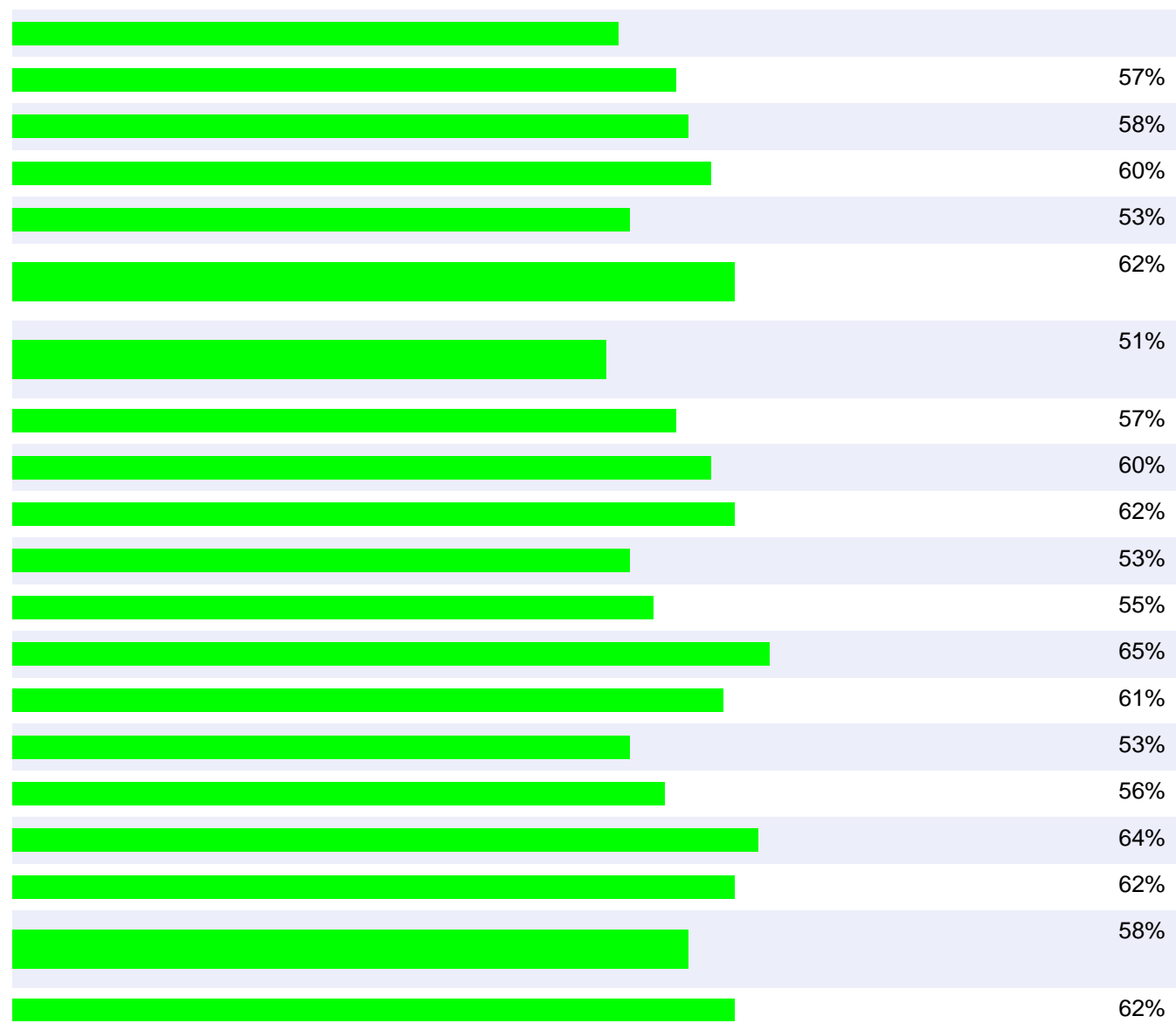
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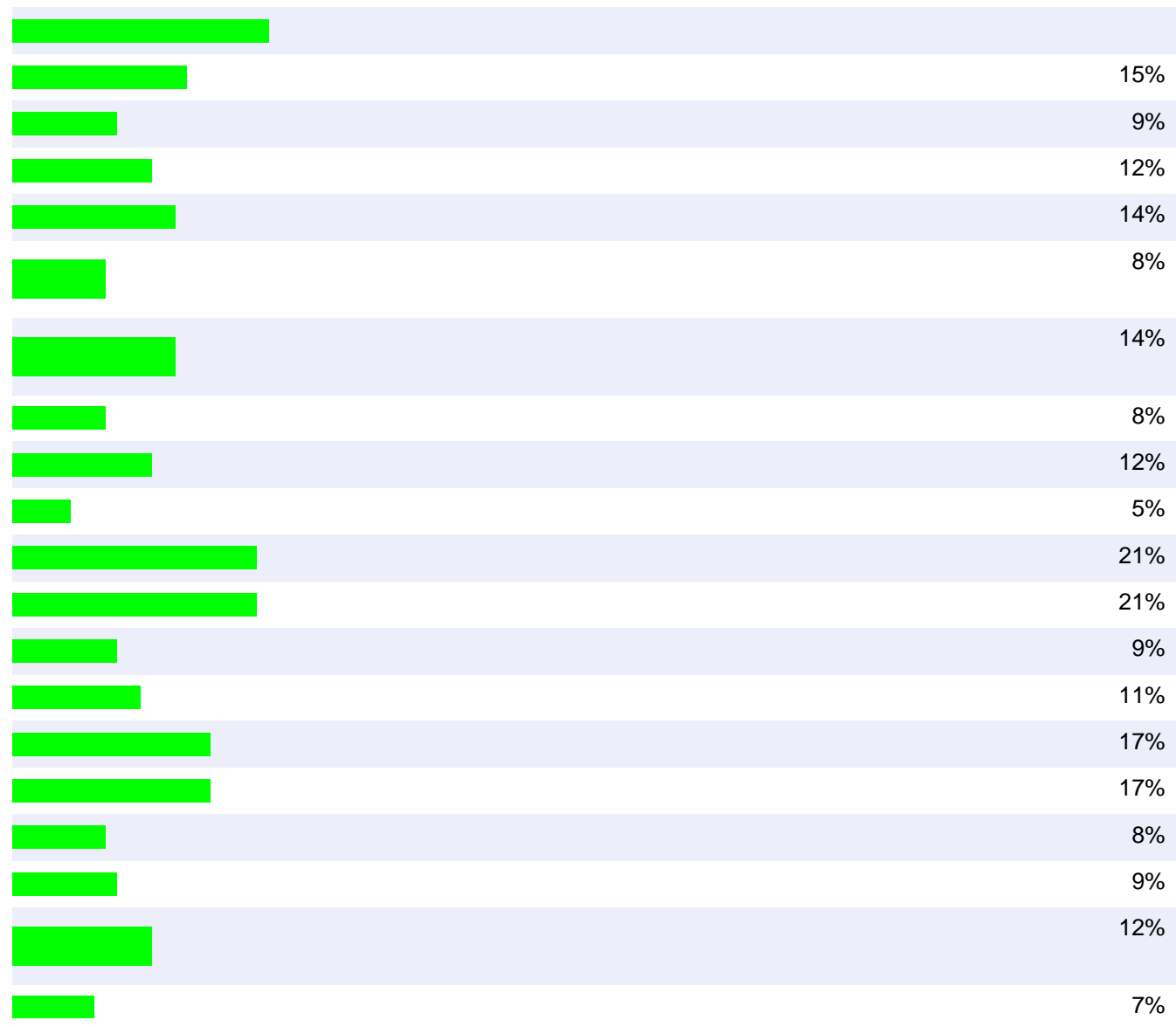
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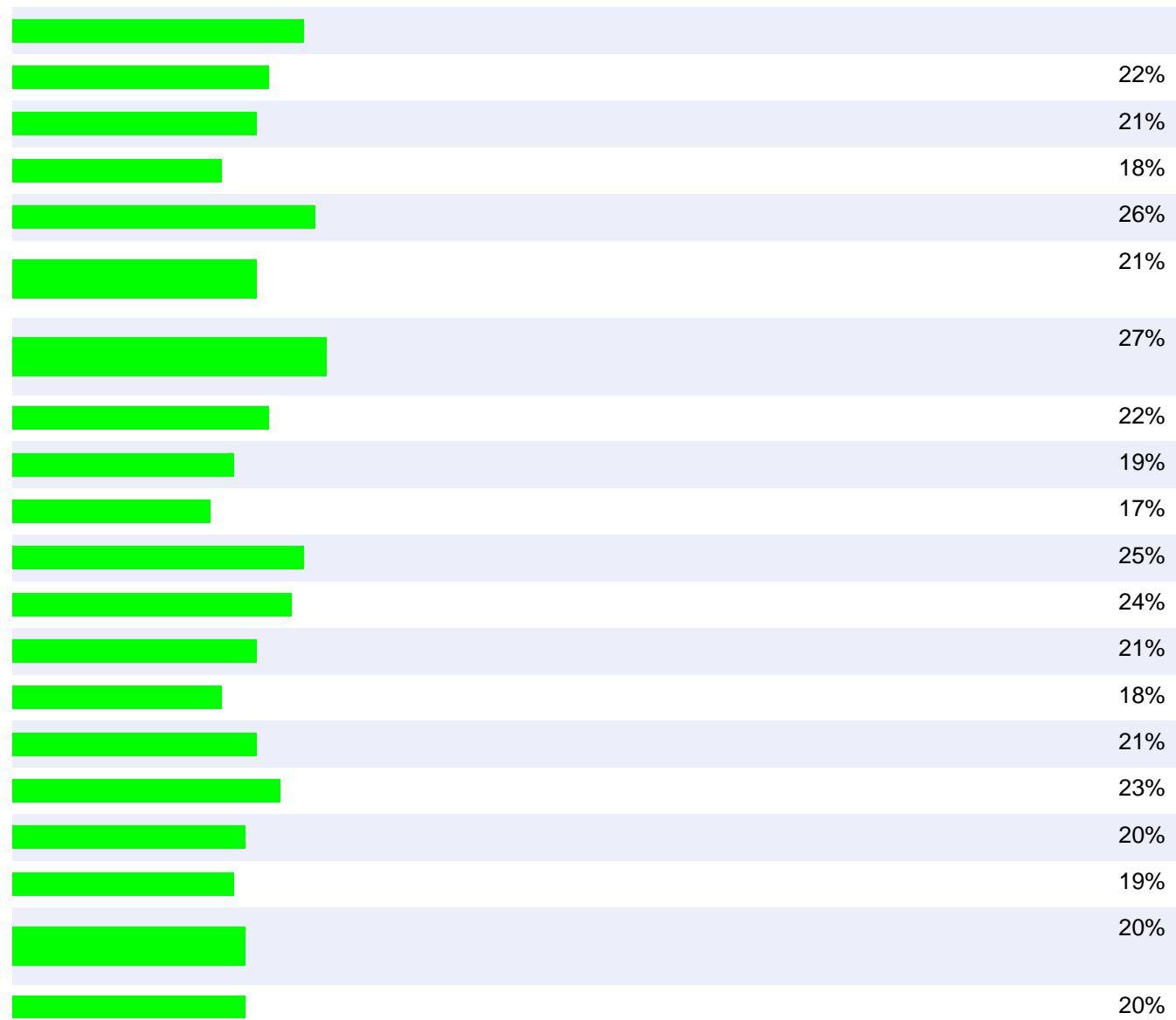
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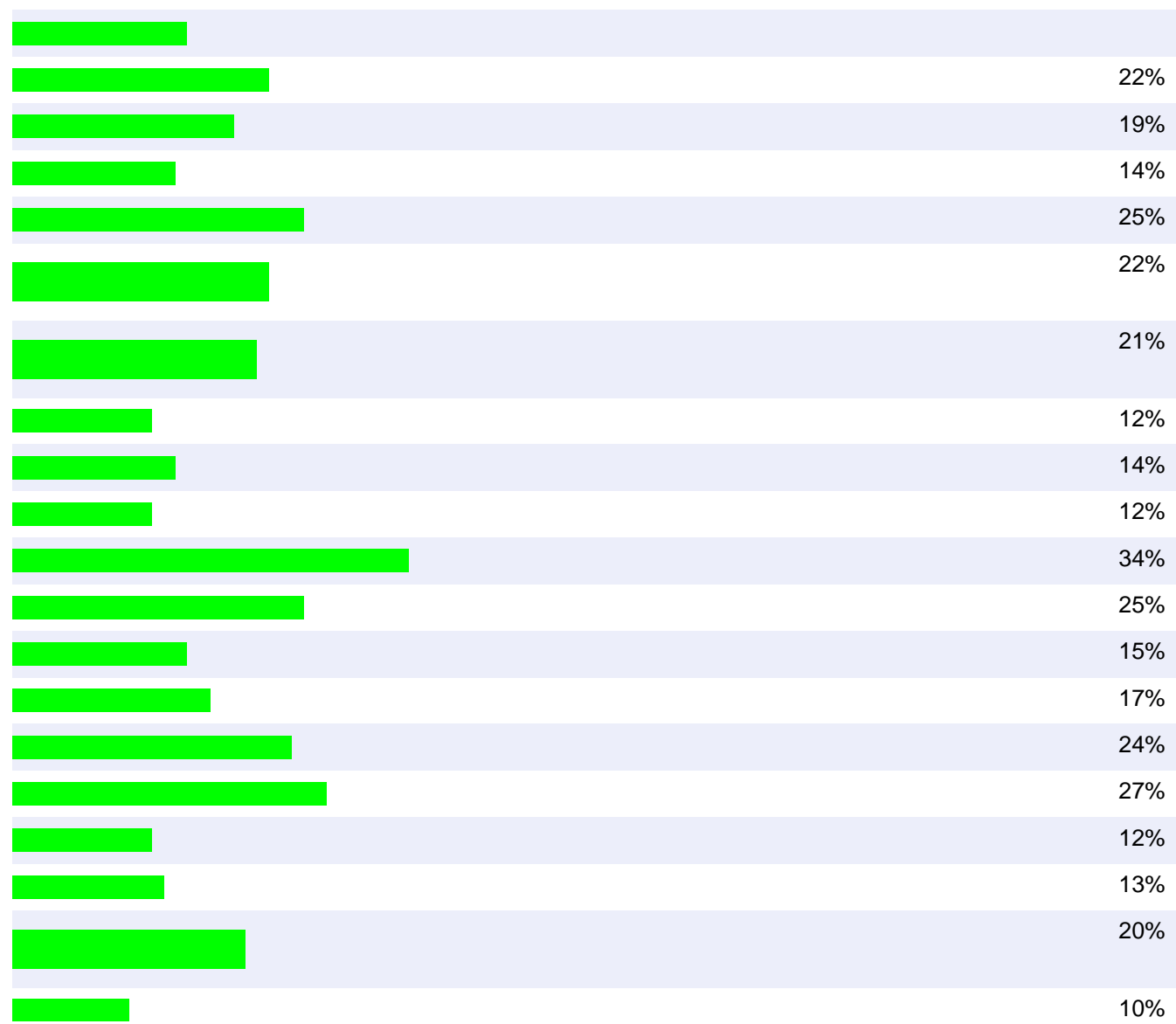
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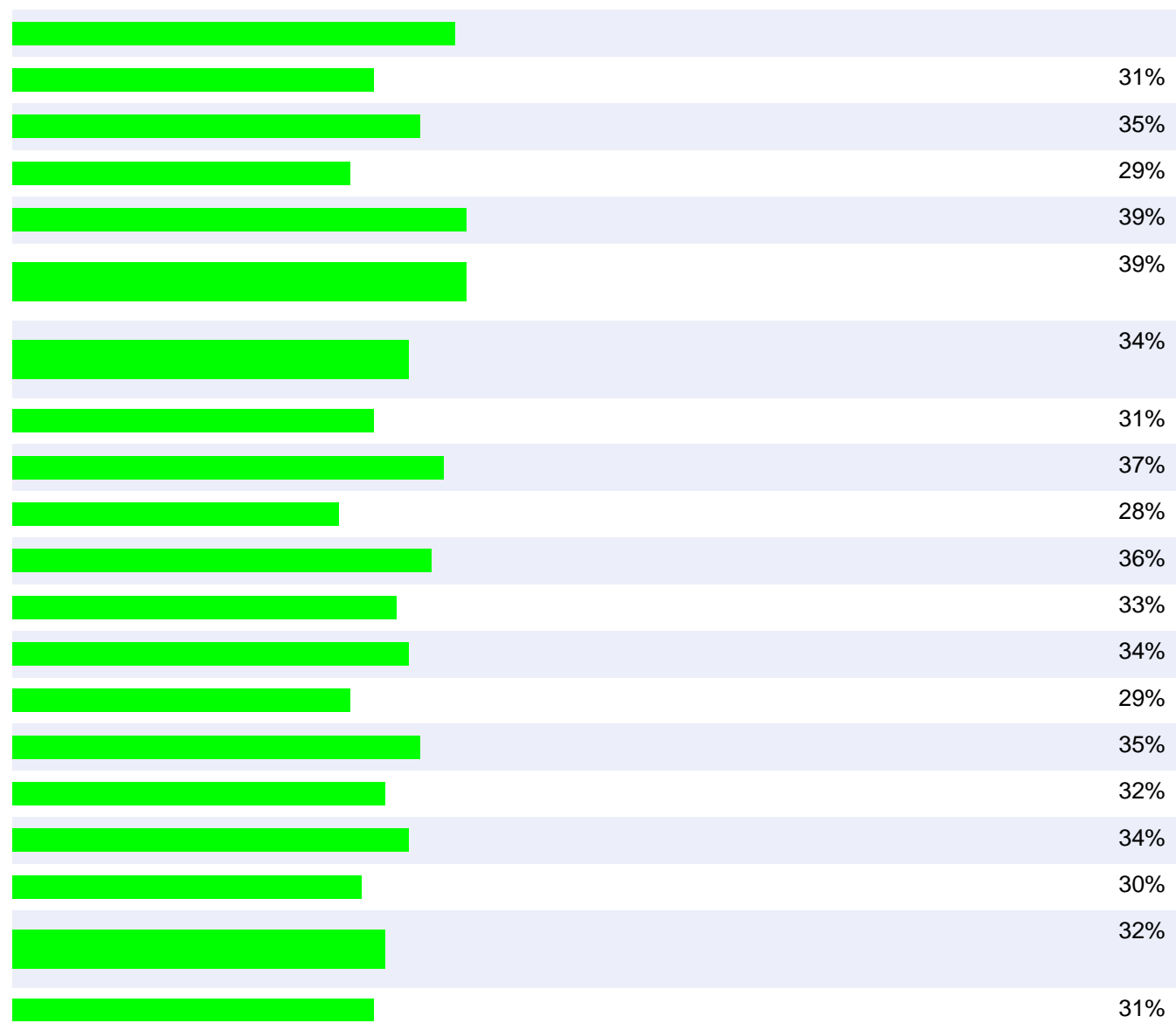
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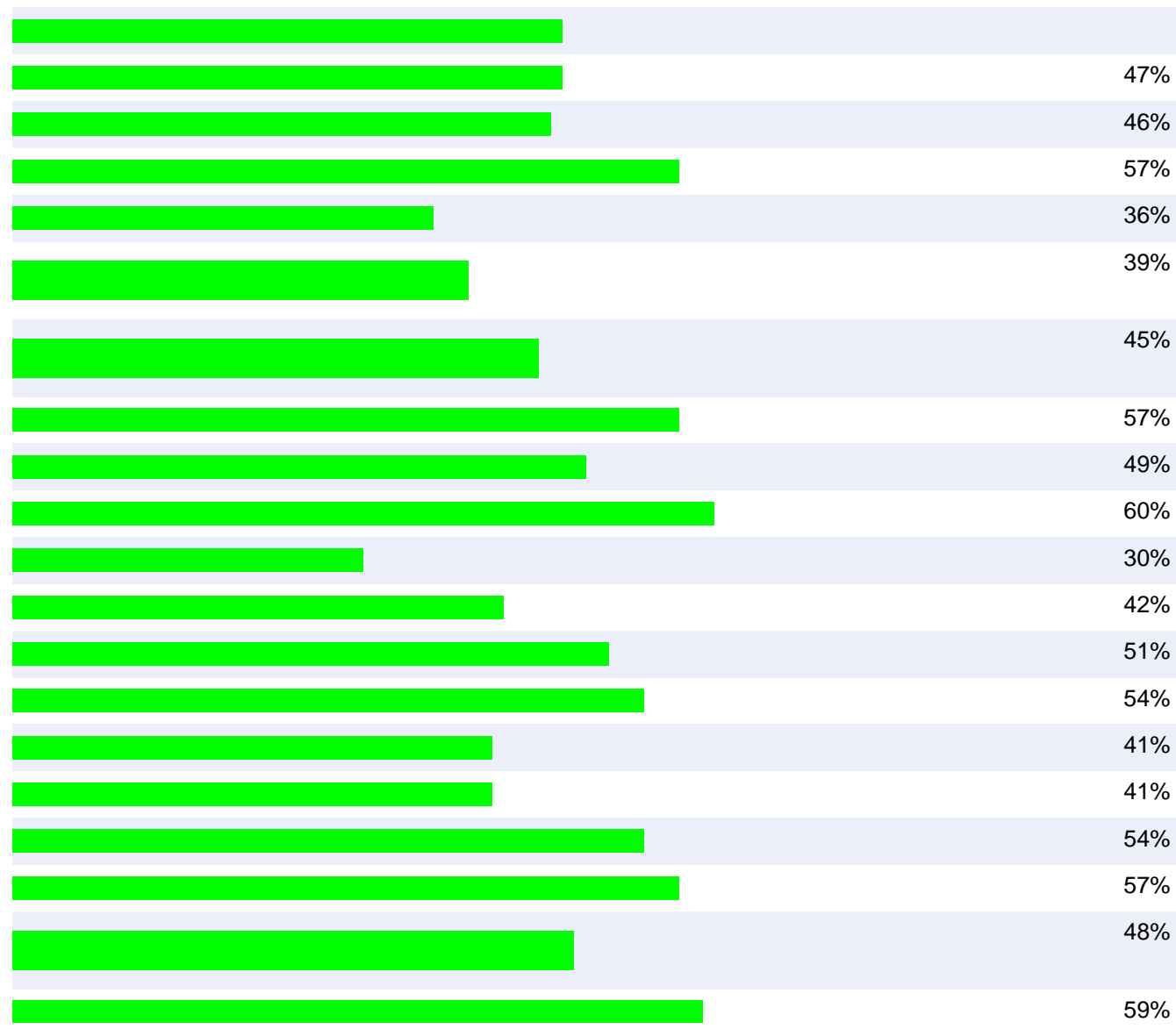
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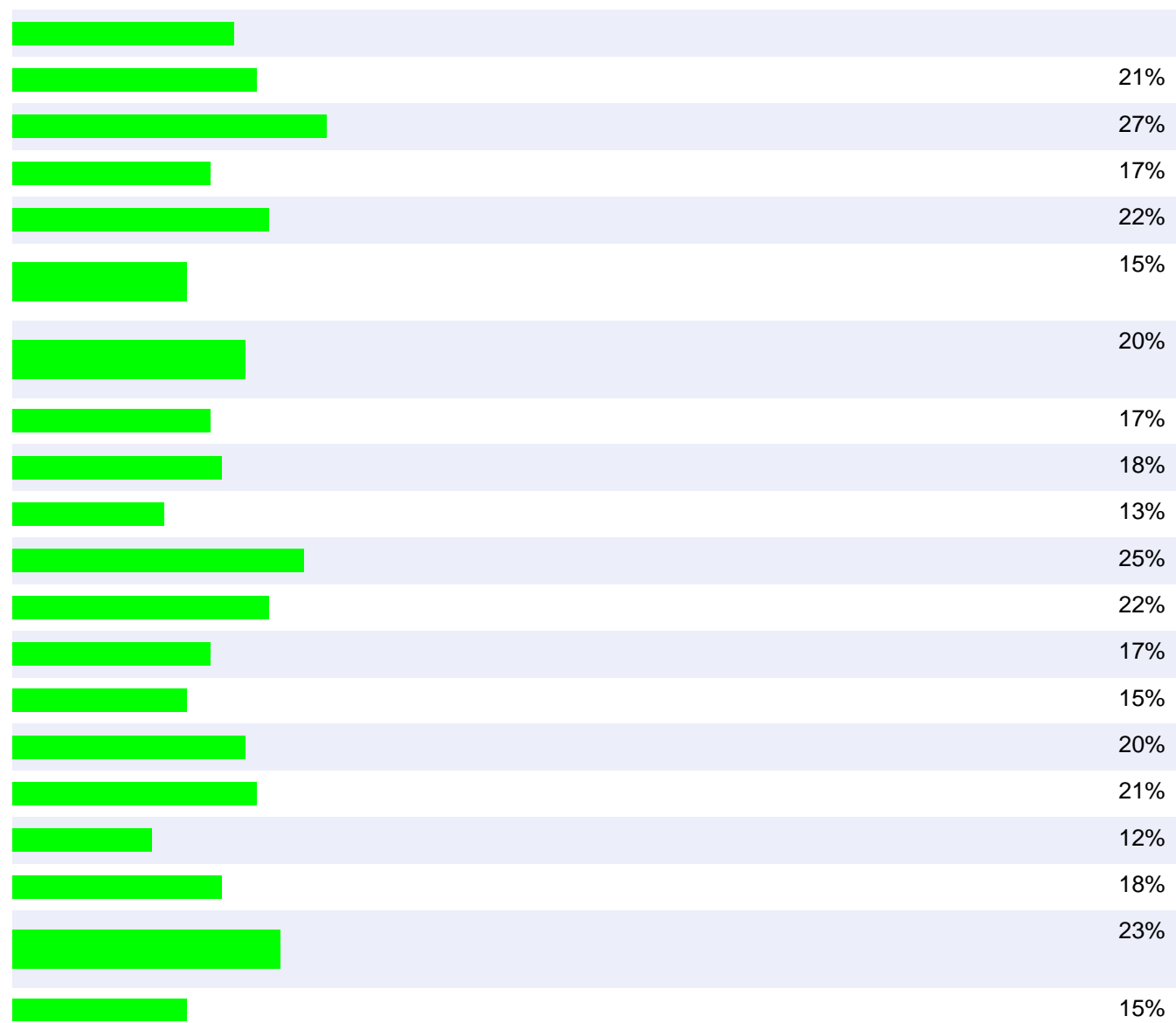
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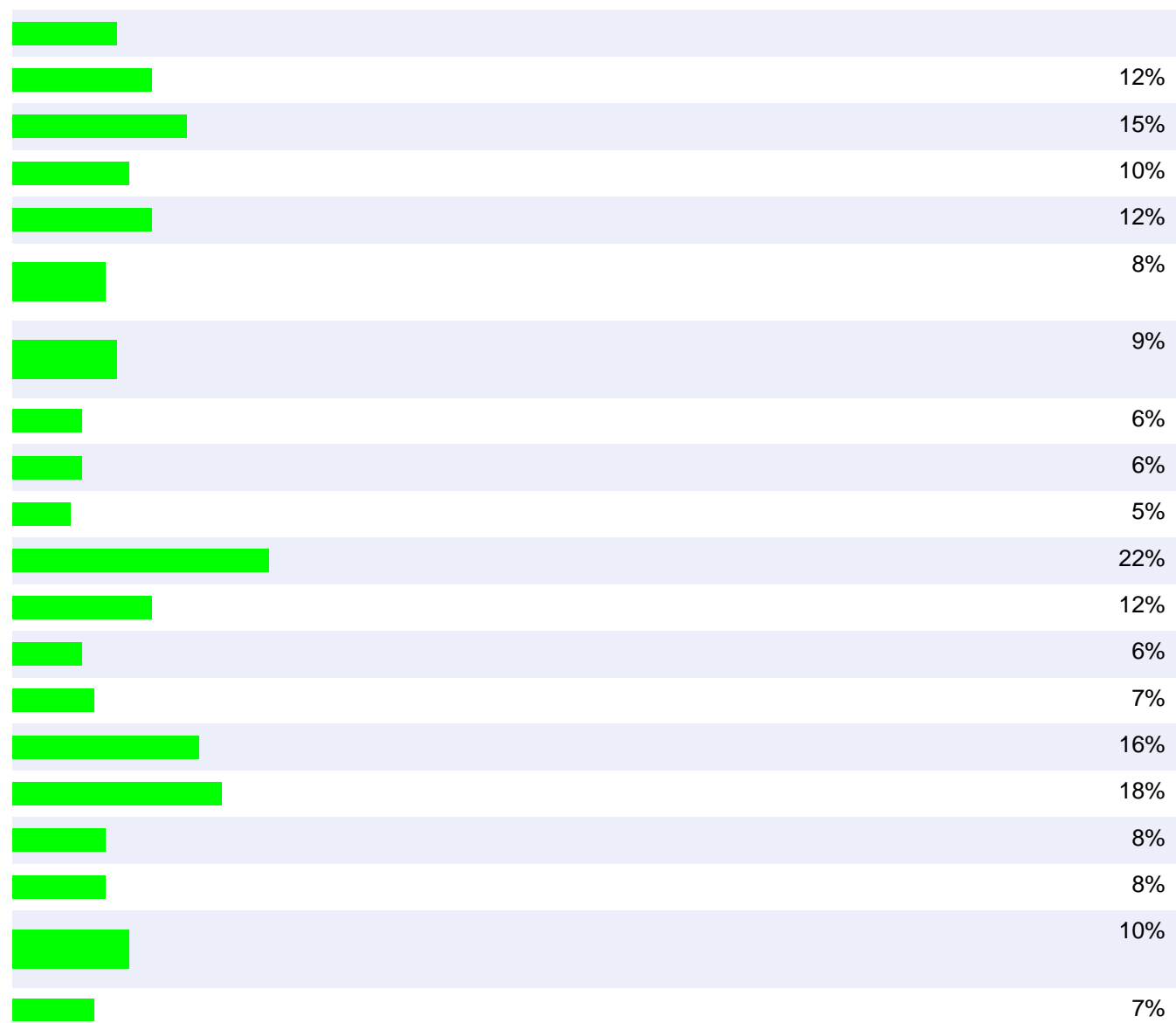
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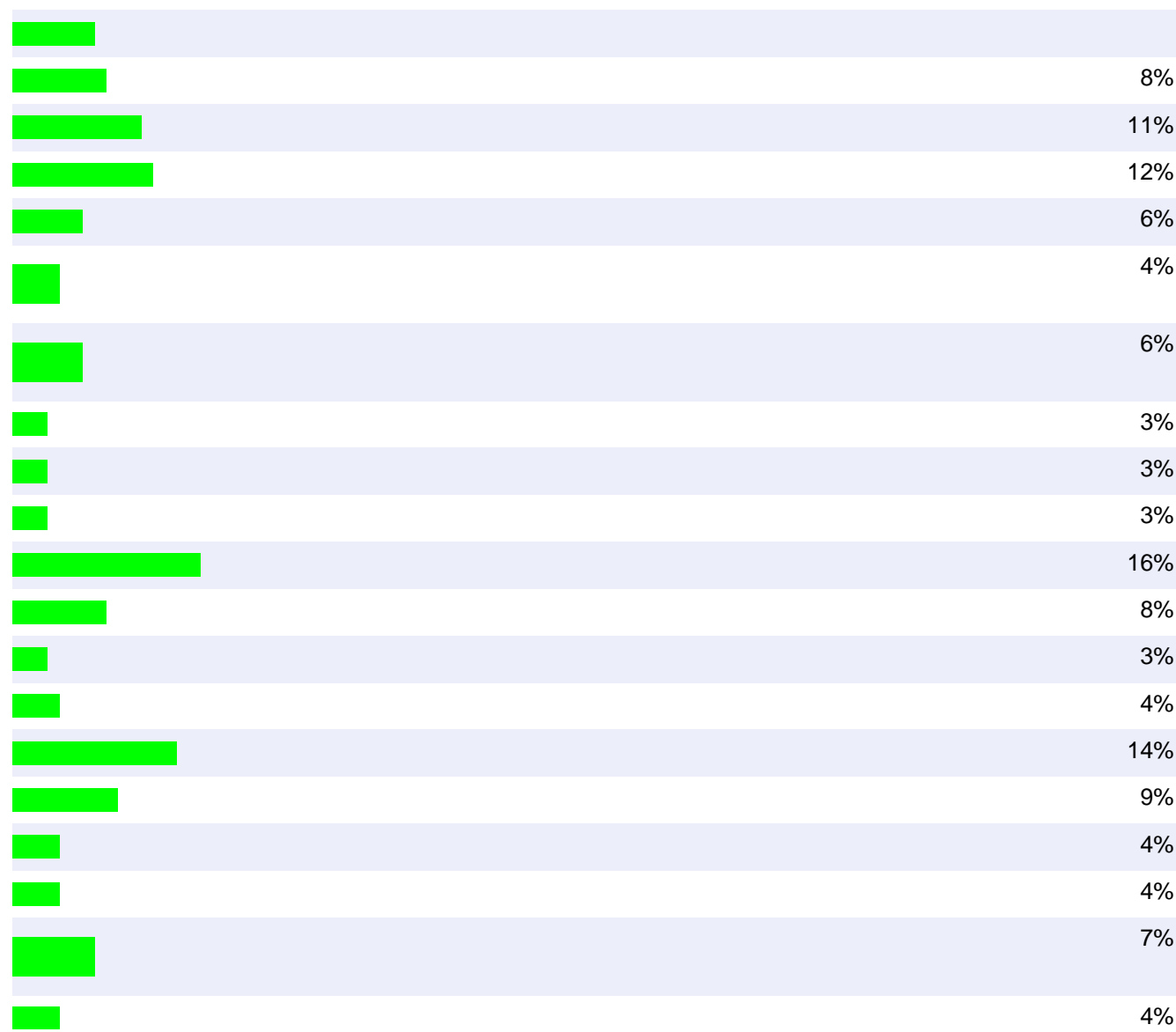
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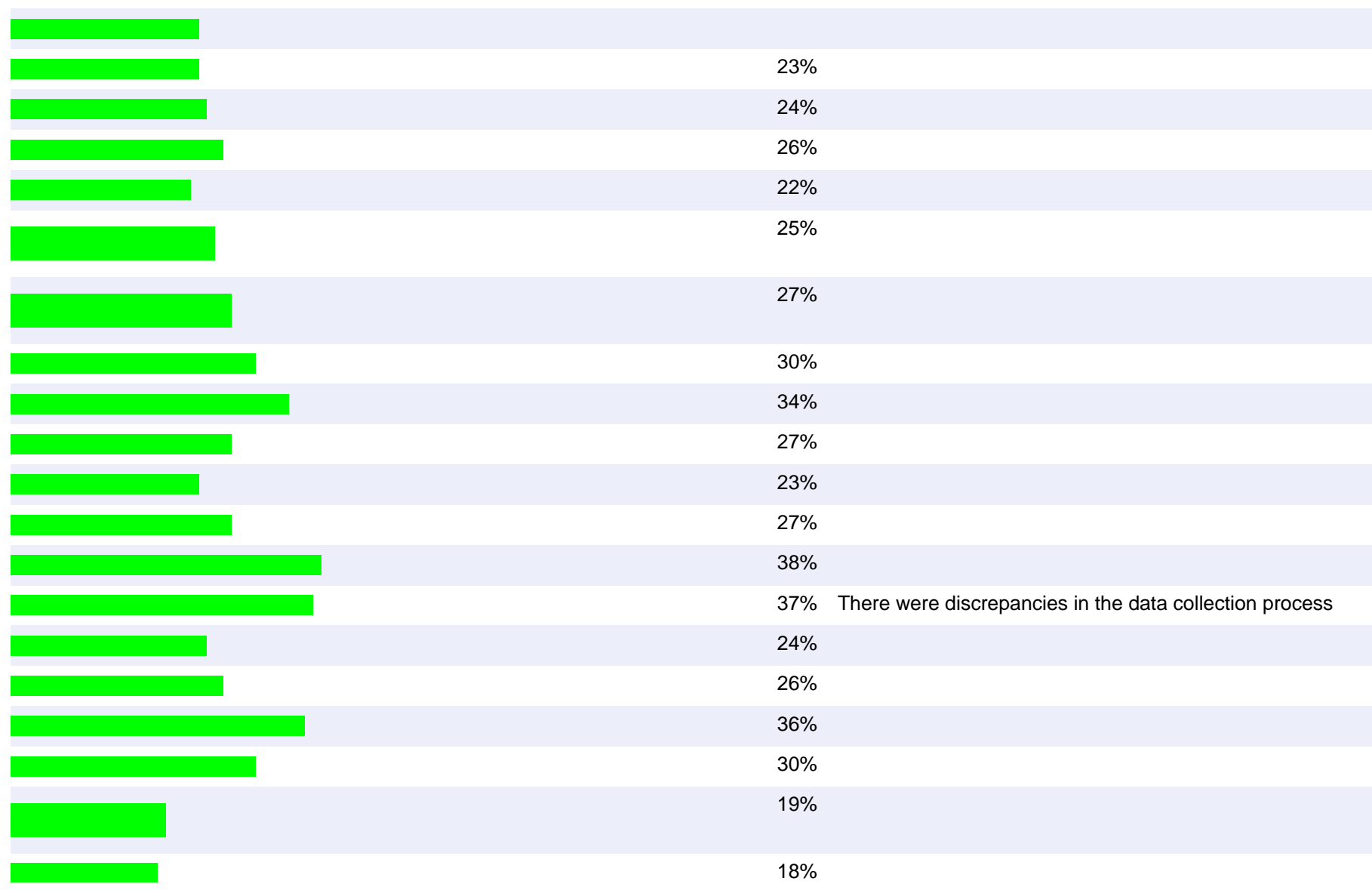
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|        |   |                               |
|--------|---|-------------------------------|
|        | CENTER  |                               |
| 050349 | CORCORAN DISTRICT HOSPITAL                            | 1310 HANNA AVE                |
| 050350 | BEVERLY HOSPITAL                                      | 309 W BEVERLY BLVD            |
| 050351 | TORRANCE MEMORIAL MEDICAL CENTER                      | 3330 LOMITA BLVD              |
| 050352 | BARTON MEMORIAL HOSPITAL                              | 2170 SOUTH AVENUE             |
| 050353 | PROVIDENCE LITTLE COMPANY OF MARY<br>MED CTR TORRANCE | 4101 TORRANCE BLVD            |
| 050357 | GOLETA VALLEY COTTAGE HOSPITAL                        | 351 S PATTERSON AVE           |
| 050359 | TULARE REGIONAL MEDICAL CENTER                        | 869 CHERRY AVENUE             |
| 050360 | MARIN GENERAL HOSPITAL                                | 250 BON AIR ROAD, PO BOX 8010 |
| 050367 | NORTHBAY MEDICAL CENTER                               | 1200 B GALE WILSON BLVD       |
| 050373 | LAC+USC MEDICAL CENTER                                | 1200 N STATE ST               |
| 050376 | LAC/HARBOR-UCLA MED CENTER                            | 1000 W CARSON ST              |
| 050378 | PACIFICA HOSPITAL OF THE VALLEY                       | 9449 SAN FERNANDO RD          |
| 050380 | GOOD SAMARITAN HOSPITAL                               | 2425 SAMARITAN DRIVE          |
| 050382 | CITRUS VALLEY MEDICAL CENTER-IC<br>CAMPUS             | 210 W SAN BERNARDINO ROAD     |
| 050385 | PALM DRIVE HOSPITAL                                   | 501 PETALUMA AVE              |
| 050390 | HEMET VALLEY MEDICAL CENTER                           | 1117 EAST DEVONSHIRE          |
| 050393 | DOWNEY REGIONAL MEDICAL CENTER                        | 11500 BROOKSHIRE AVENUE       |

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|  |                  |    |
|--|------------------|----|
|  | CORCORAN         | CA |
|  |                  |    |
|  | MONTEBELLO       | CA |
|  | TORRANCE         | CA |
|  | SOUTH LAKE TAHOE | CA |
|  | TORRANCE         | CA |
|  |                  |    |
|  | SANTA BARBARA    | CA |
|  | TULARE           | CA |
|  | GREENBRAE        | CA |
|  | FAIRFIELD        | CA |
|  | LOS ANGELES      | CA |
|  | TORRANCE         | CA |
|  | SUN VALLEY       | CA |
|  | SAN JOSE         | CA |
|  | COVINA           | CA |
|  |                  |    |
|  | SEBASTOPOL       | CA |
|  | HEMET            | CA |
|  | DOWNEY           | CA |

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|       |       |            |
|-------|-------|------------|
| 93212 | KINGS | 5599925051 |
|-------|-------|------------|

|       |             |            |
|-------|-------------|------------|
| 90640 | LOS ANGELES | 3237261222 |
|-------|-------------|------------|

|       |             |            |
|-------|-------------|------------|
| 90509 | LOS ANGELES | 3103259110 |
|-------|-------------|------------|

|       |           |            |
|-------|-----------|------------|
| 96158 | EL DORADO | 5305413420 |
|-------|-----------|------------|

|       |             |            |
|-------|-------------|------------|
| 90503 | LOS ANGELES | 3105407676 |
|-------|-------------|------------|

|       |               |            |
|-------|---------------|------------|
| 93111 | SANTA BARBARA | 8056816446 |
|-------|---------------|------------|

|       |        |            |
|-------|--------|------------|
| 93274 | TULARE | 5596880821 |
|-------|--------|------------|

|       |       |            |
|-------|-------|------------|
| 94904 | MARIN | 4159257900 |
|-------|-------|------------|

|       |        |            |
|-------|--------|------------|
| 94533 | SOLANO | 7076465000 |
|-------|--------|------------|

|       |        |            |
|-------|--------|------------|
| 90033 | ORANGE | 3232262800 |
|-------|--------|------------|

|       |             |            |
|-------|-------------|------------|
| 90509 | LOS ANGELES | 3102222101 |
|-------|-------------|------------|

|       |             |            |
|-------|-------------|------------|
| 91352 | LOS ANGELES | 8187673310 |
|-------|-------------|------------|

|       |             |            |
|-------|-------------|------------|
| 95124 | SANTA CLARA | 4085592011 |
|-------|-------------|------------|

|       |             |            |
|-------|-------------|------------|
| 91723 | LOS ANGELES | 6268142468 |
|-------|-------------|------------|

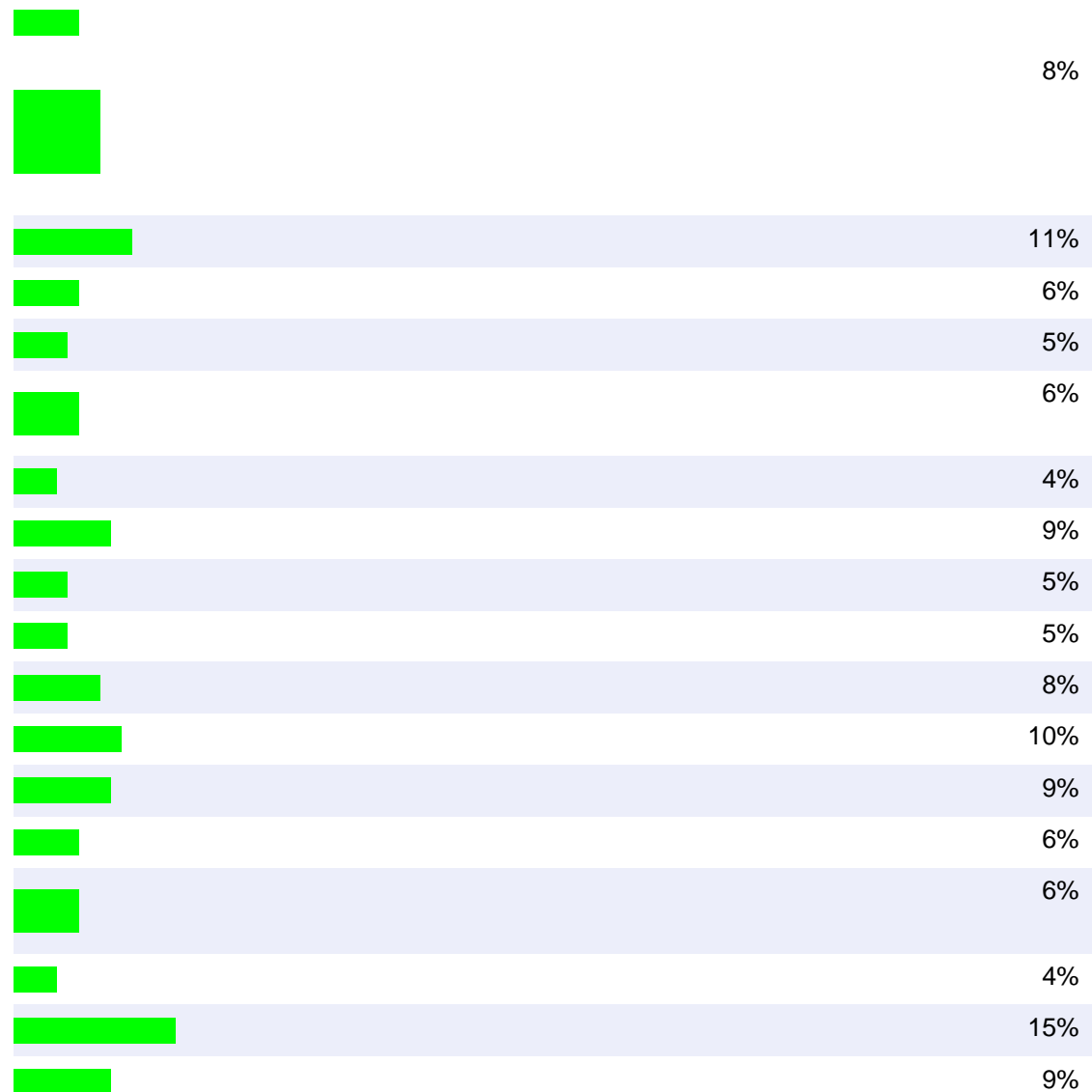
|       |        |            |
|-------|--------|------------|
| 95472 | SONOMA | 7078238511 |
|-------|--------|------------|

|       |           |            |
|-------|-----------|------------|
| 92543 | RIVERSIDE | 9516522811 |
|-------|-----------|------------|

|       |             |            |
|-------|-------------|------------|
| 90241 | LOS ANGELES | 5269045000 |
|-------|-------------|------------|

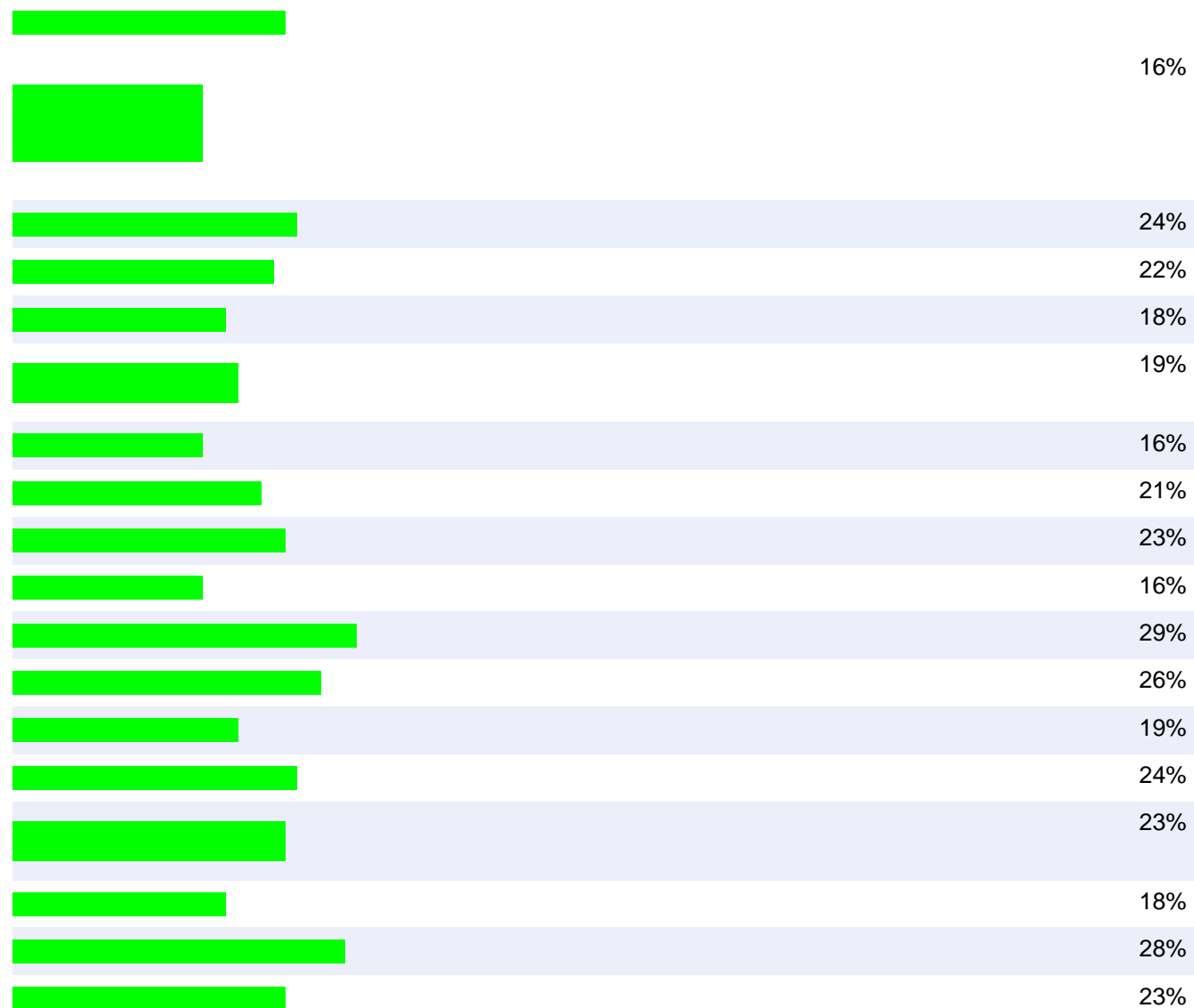
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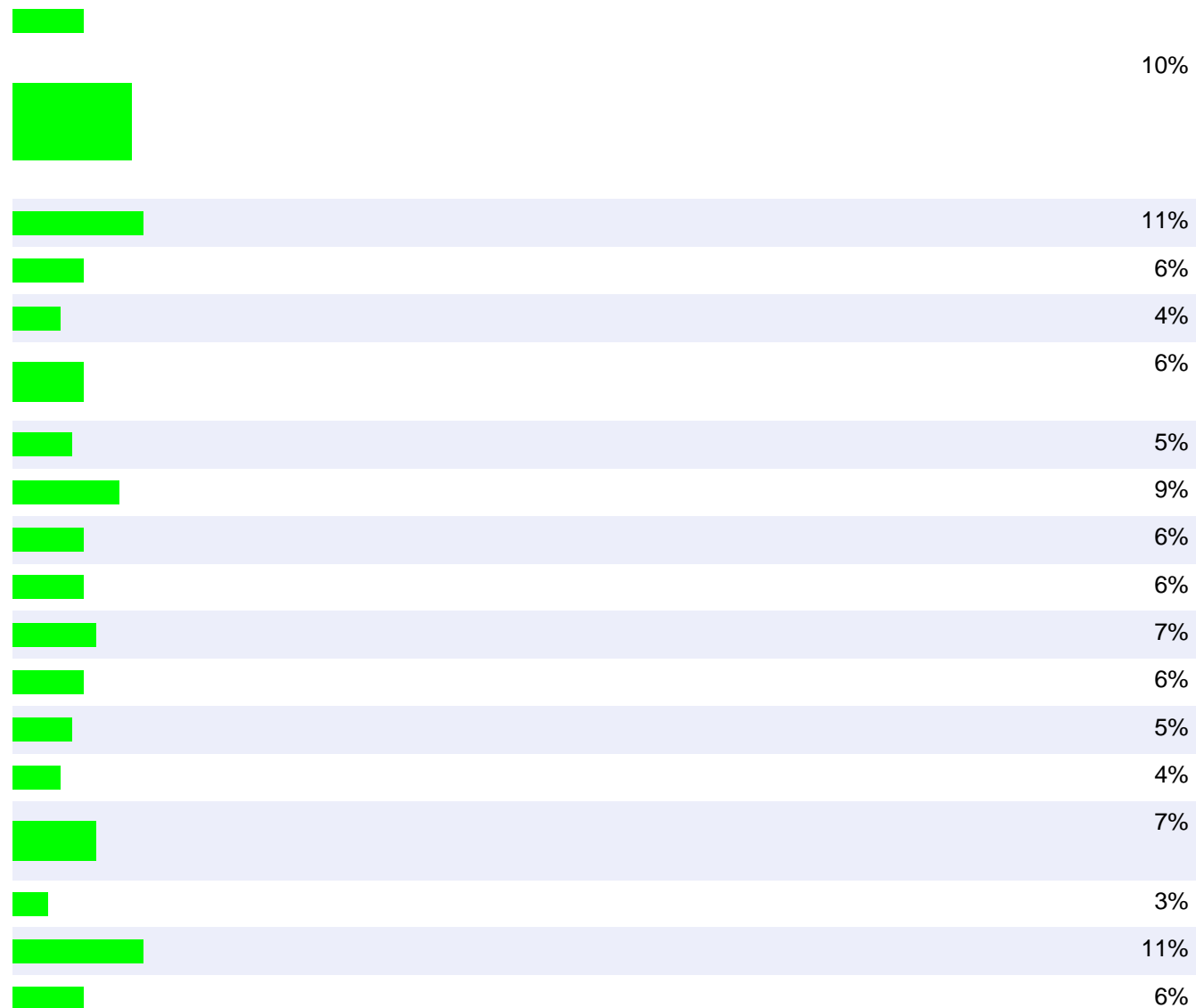
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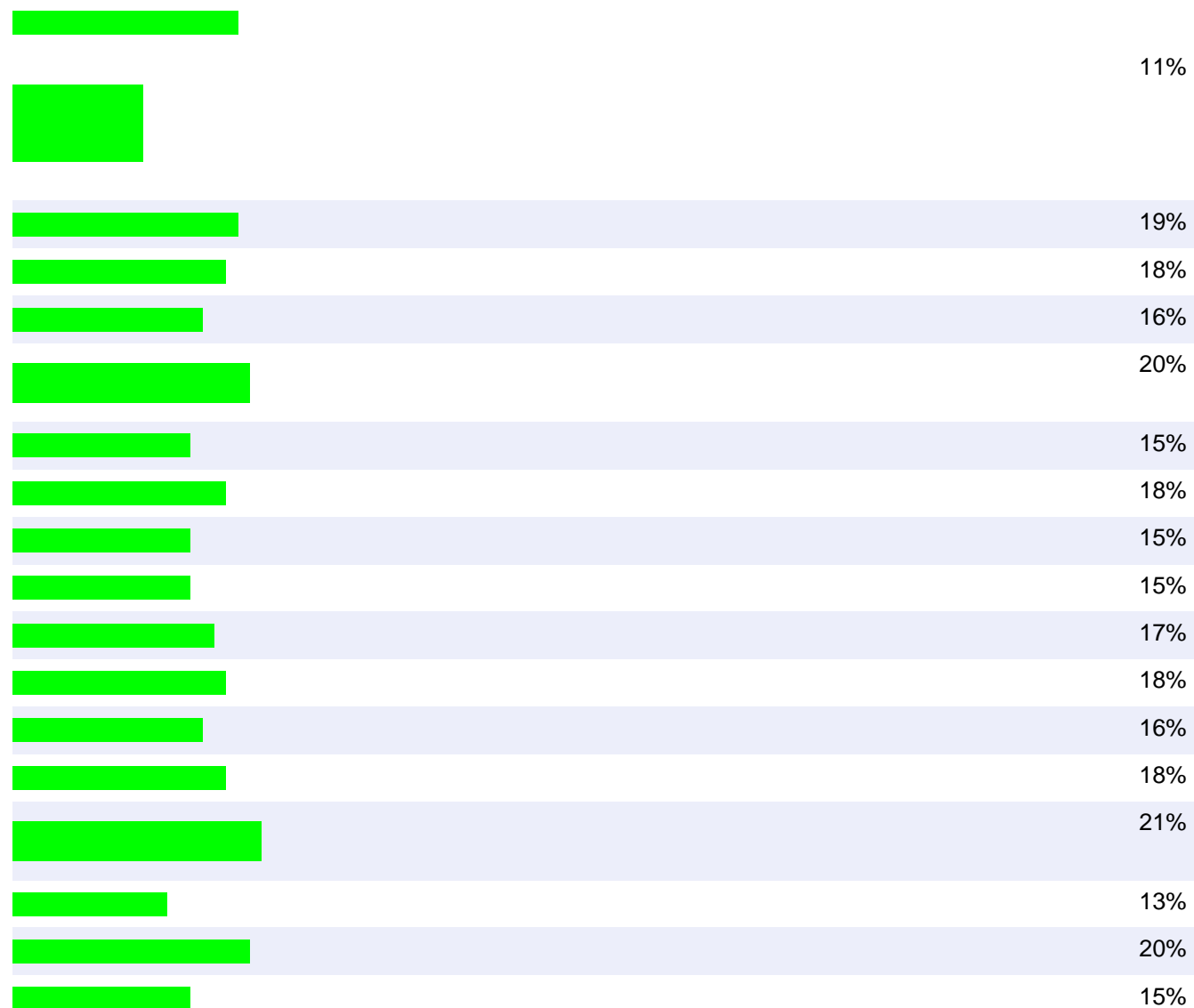
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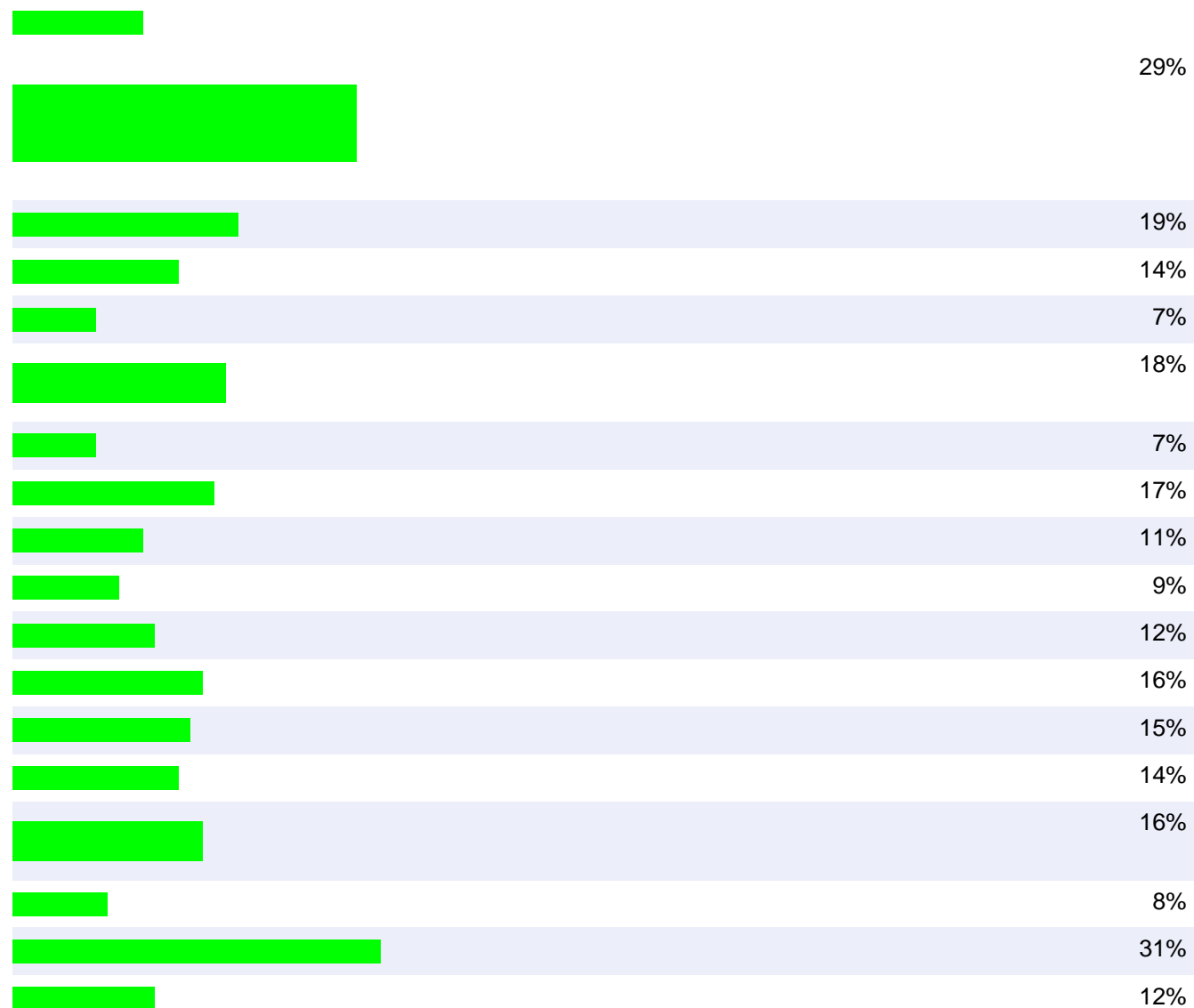
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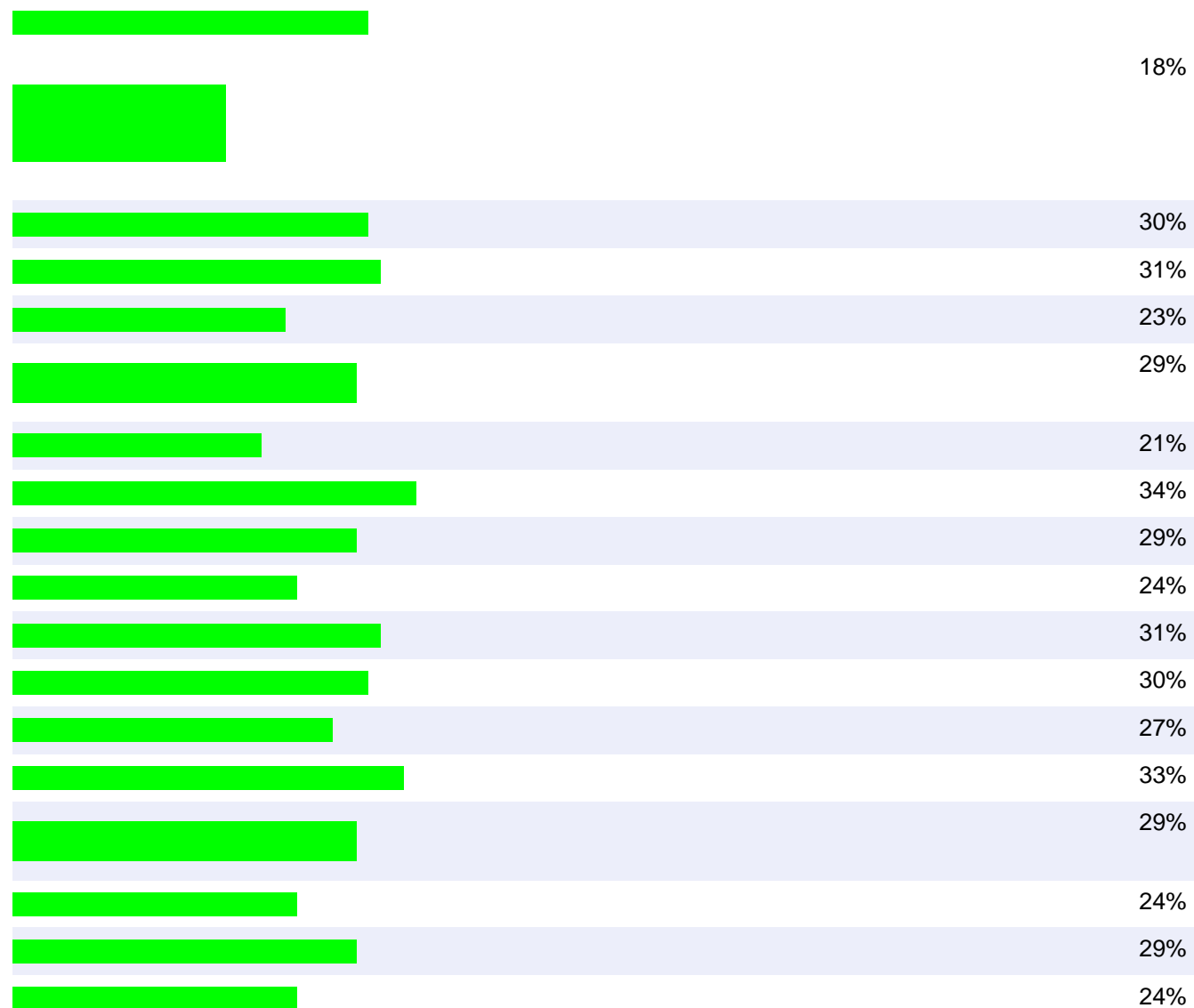
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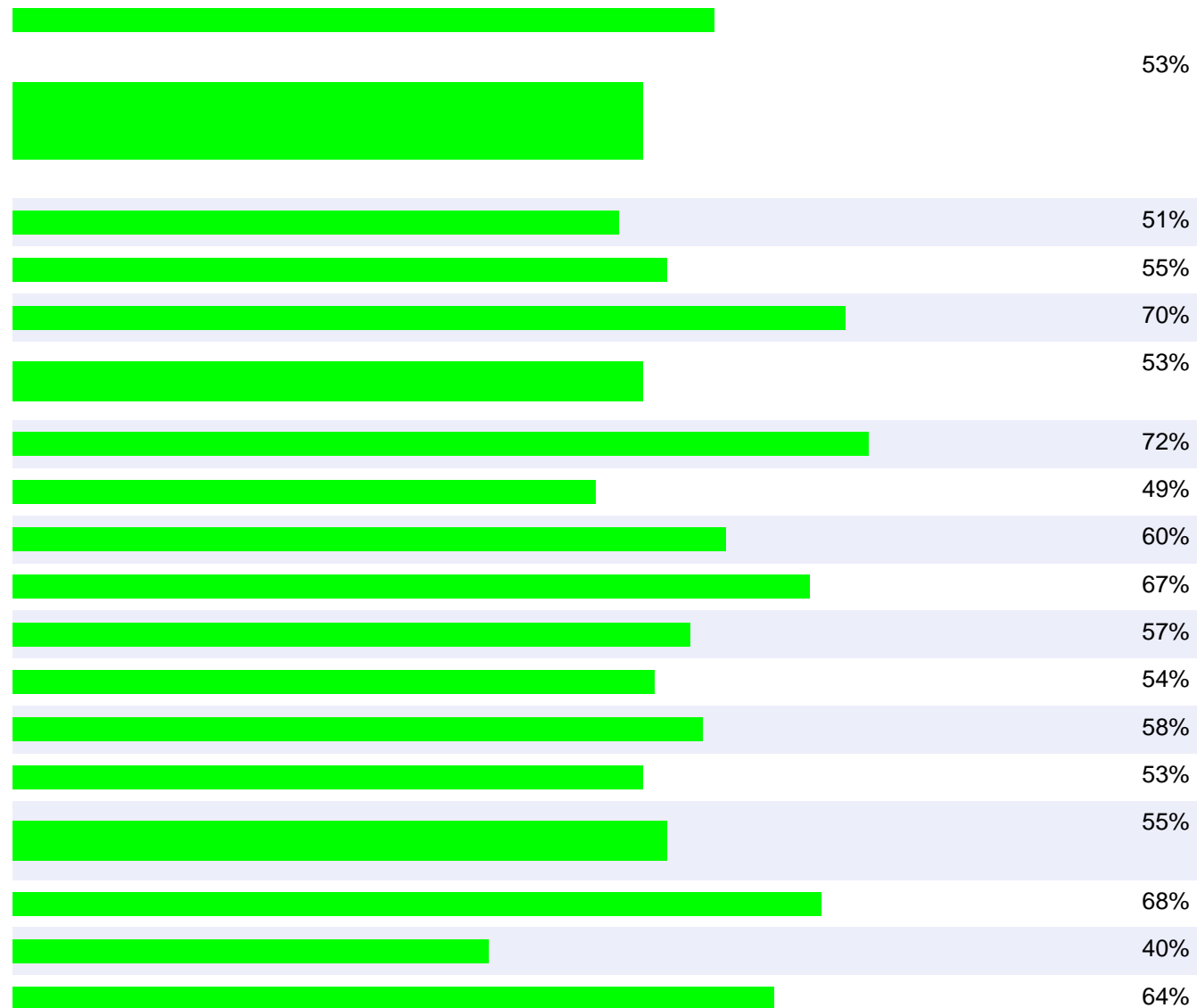
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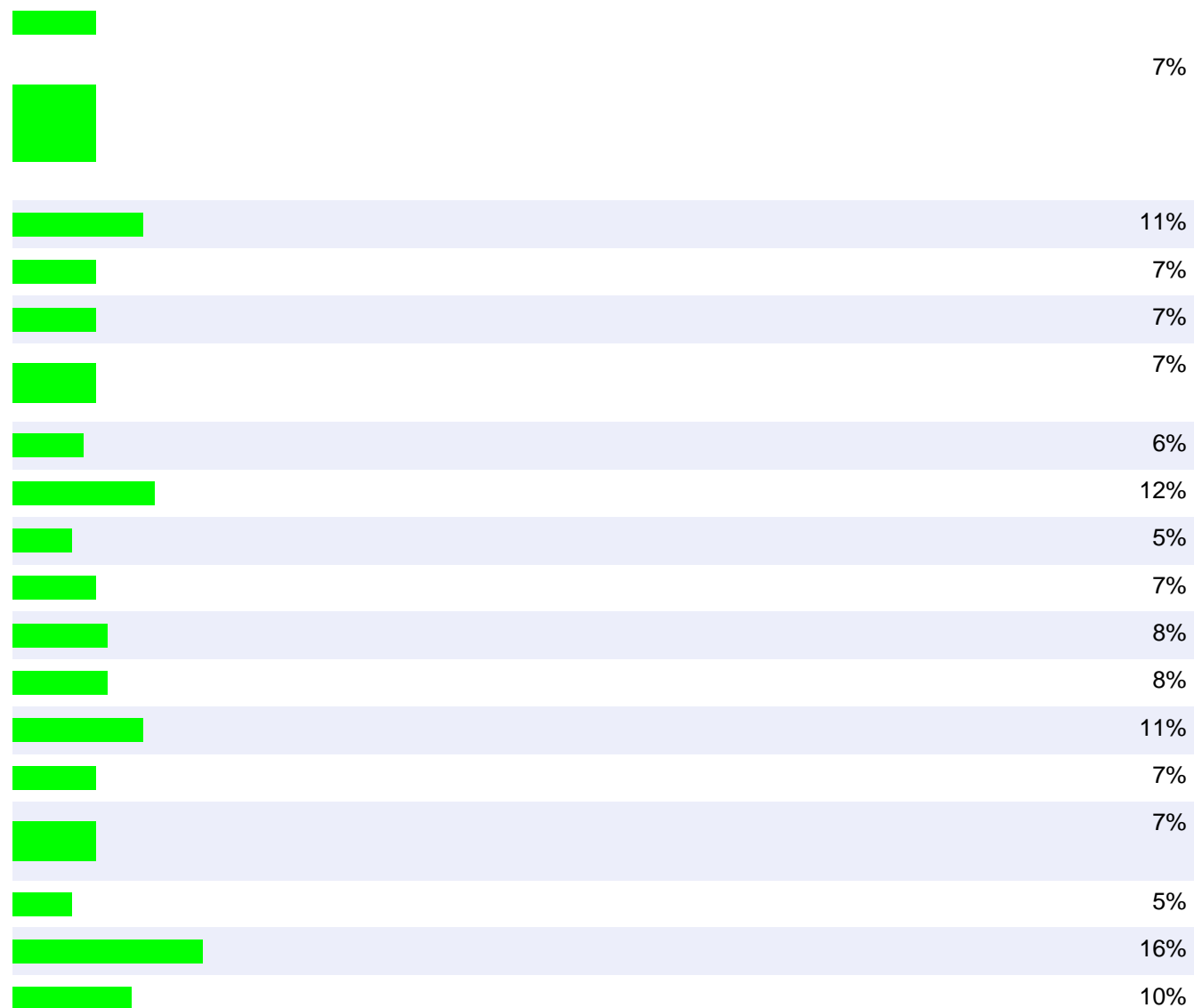
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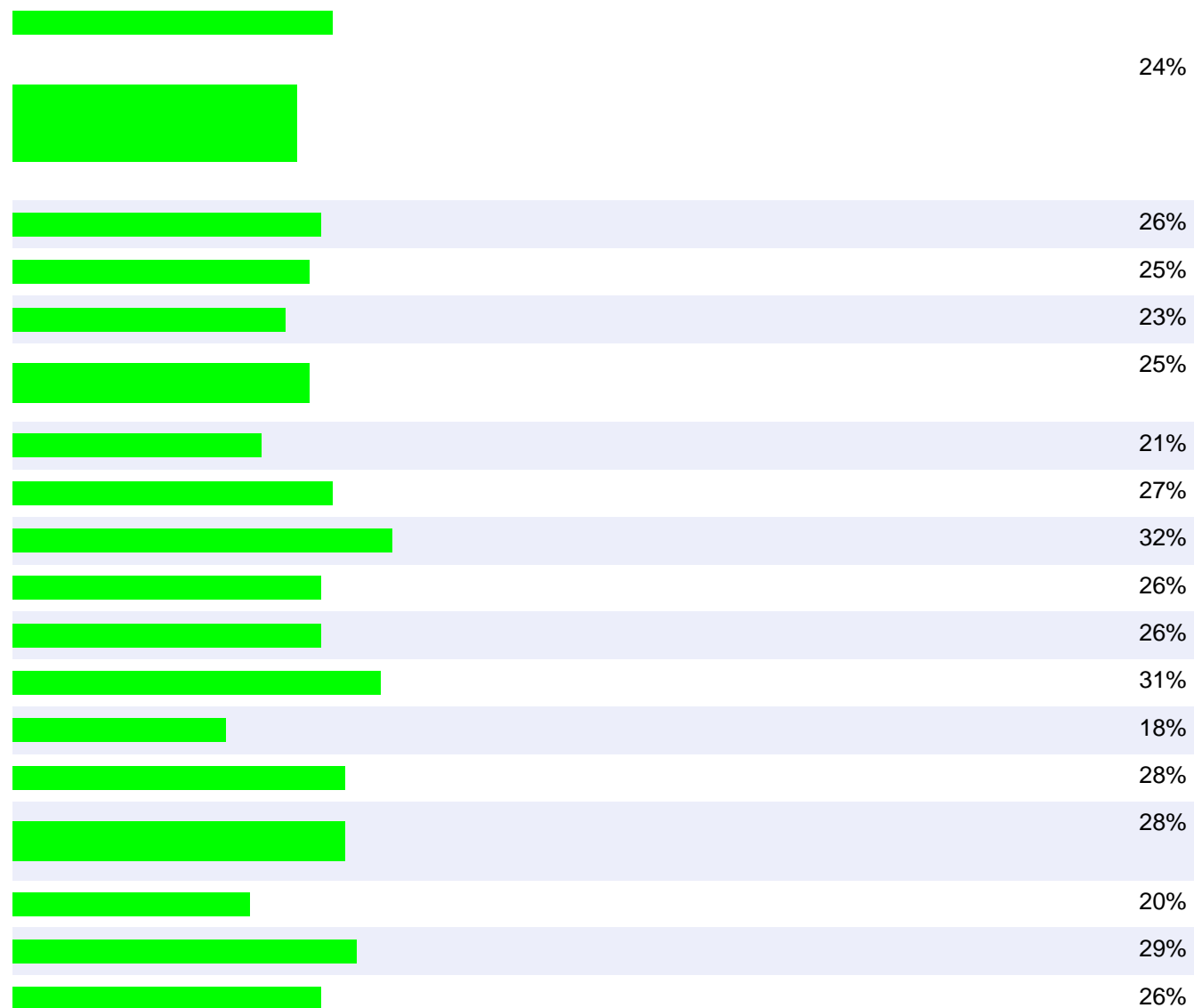
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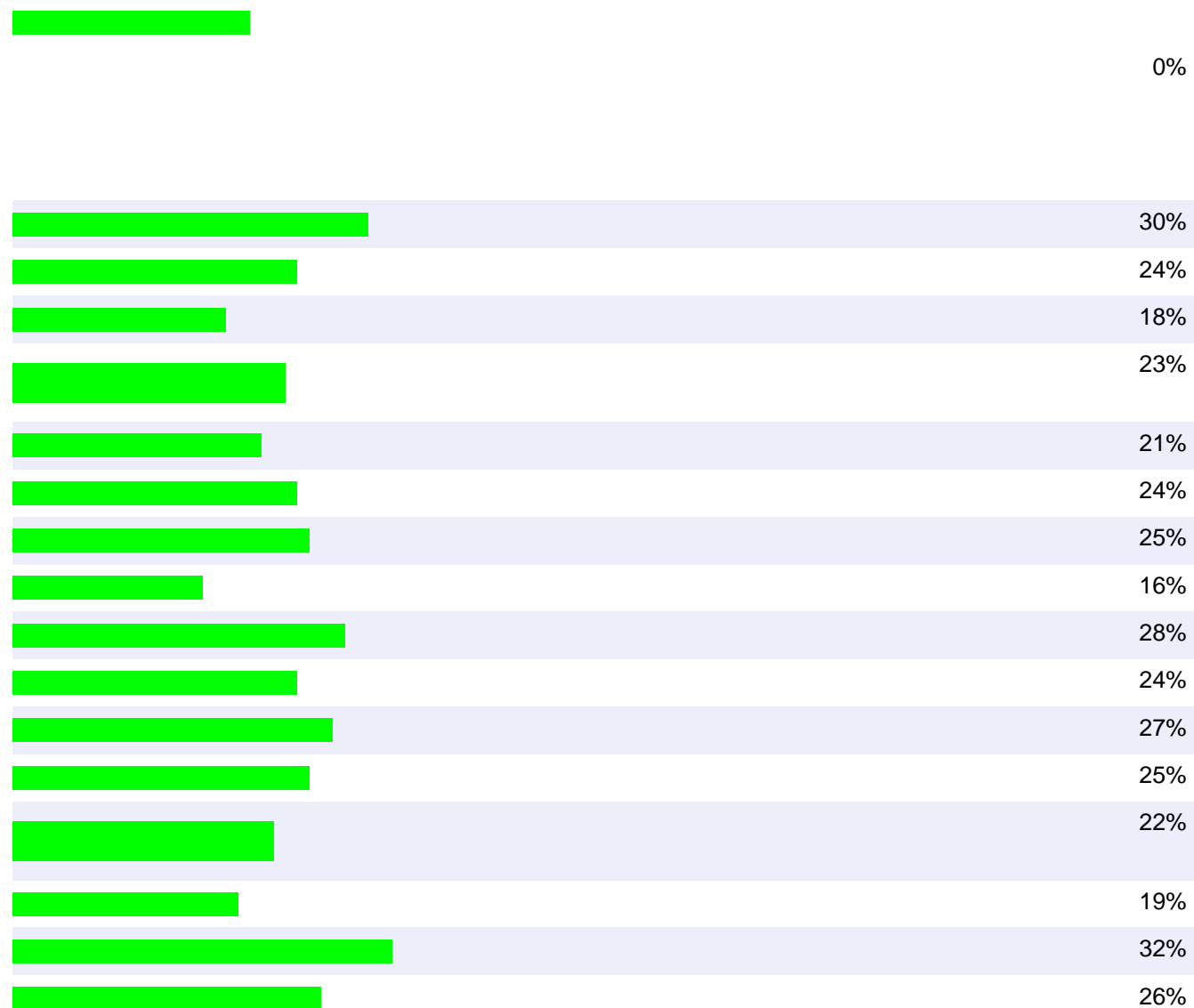
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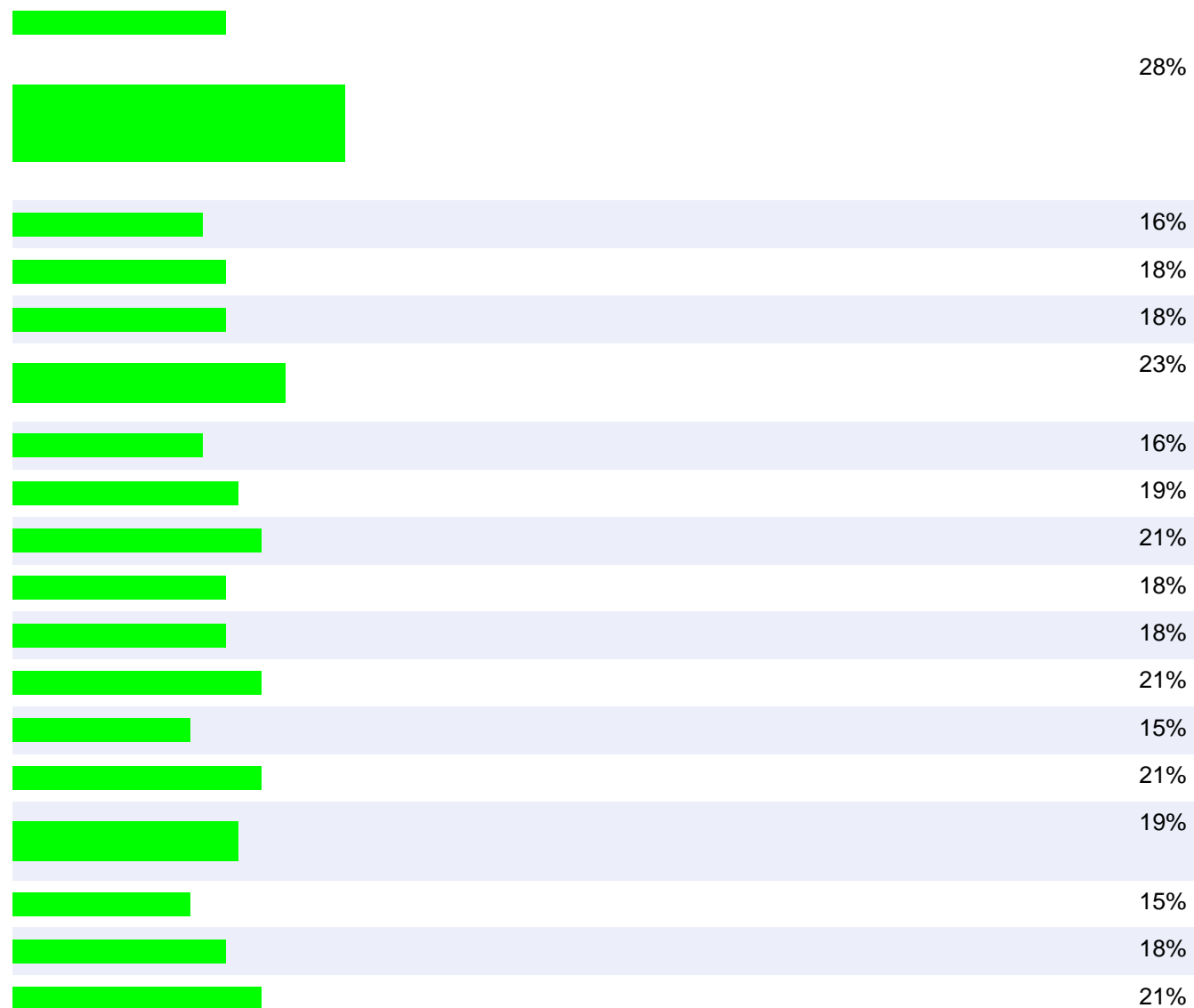
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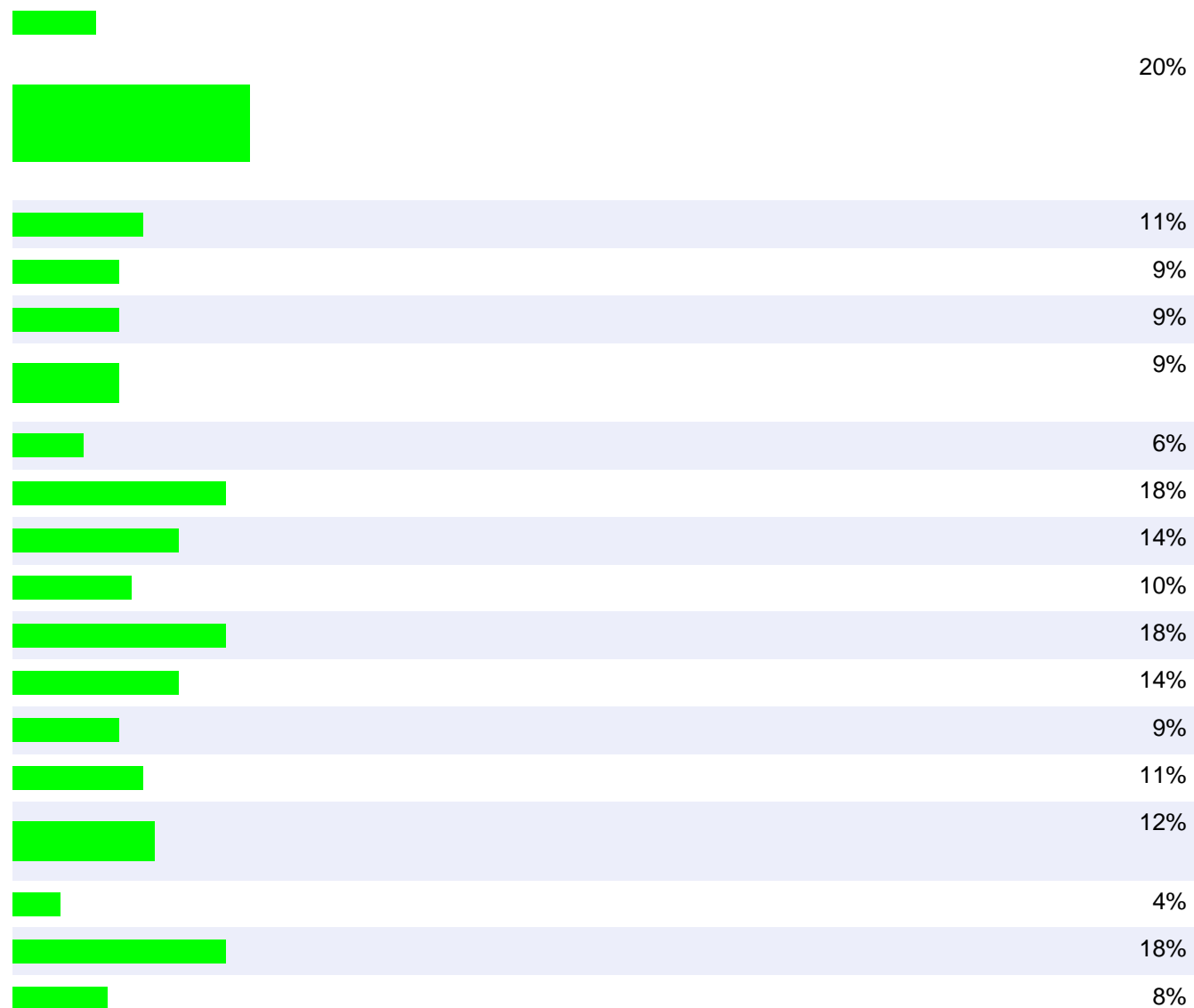
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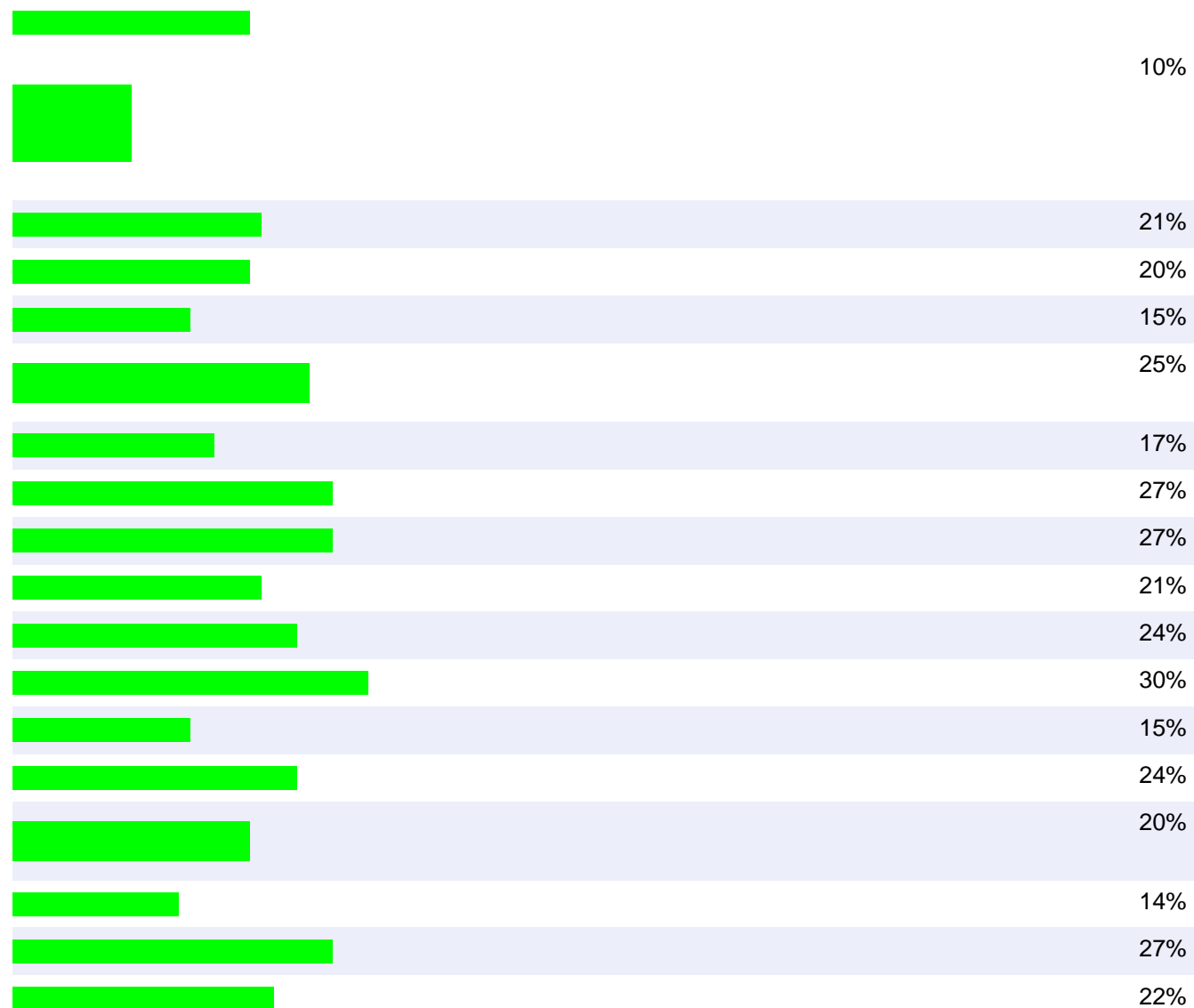
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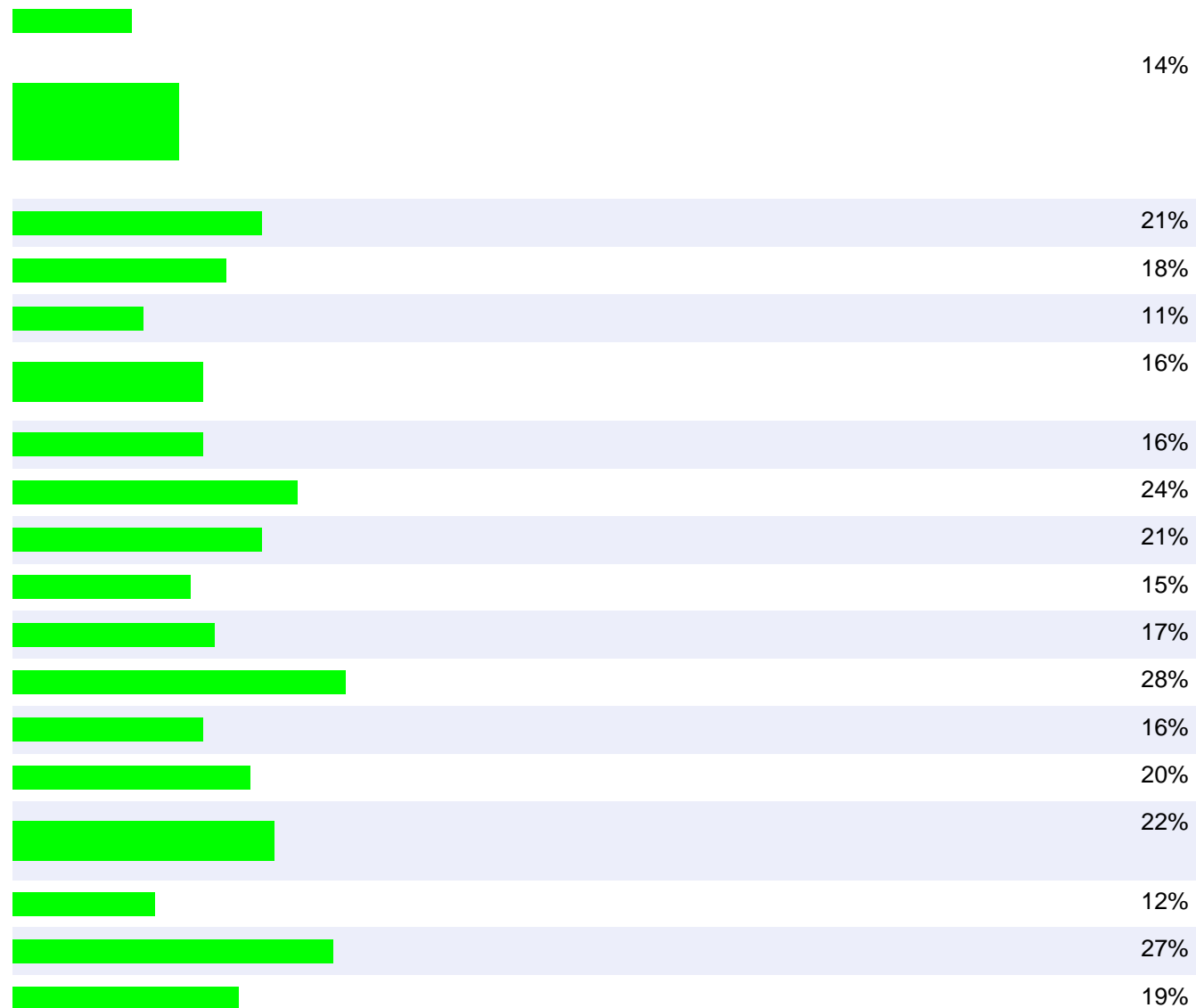
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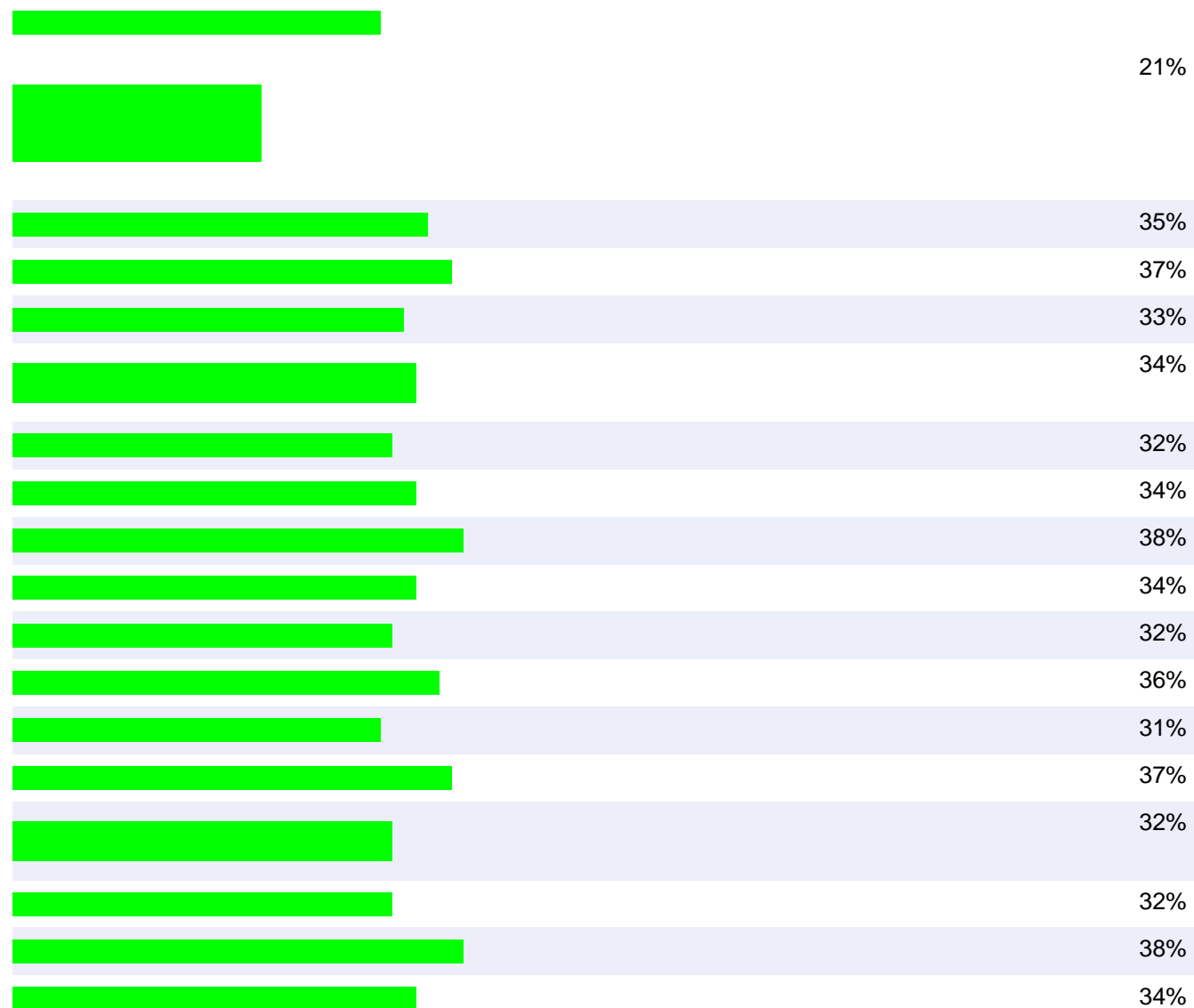
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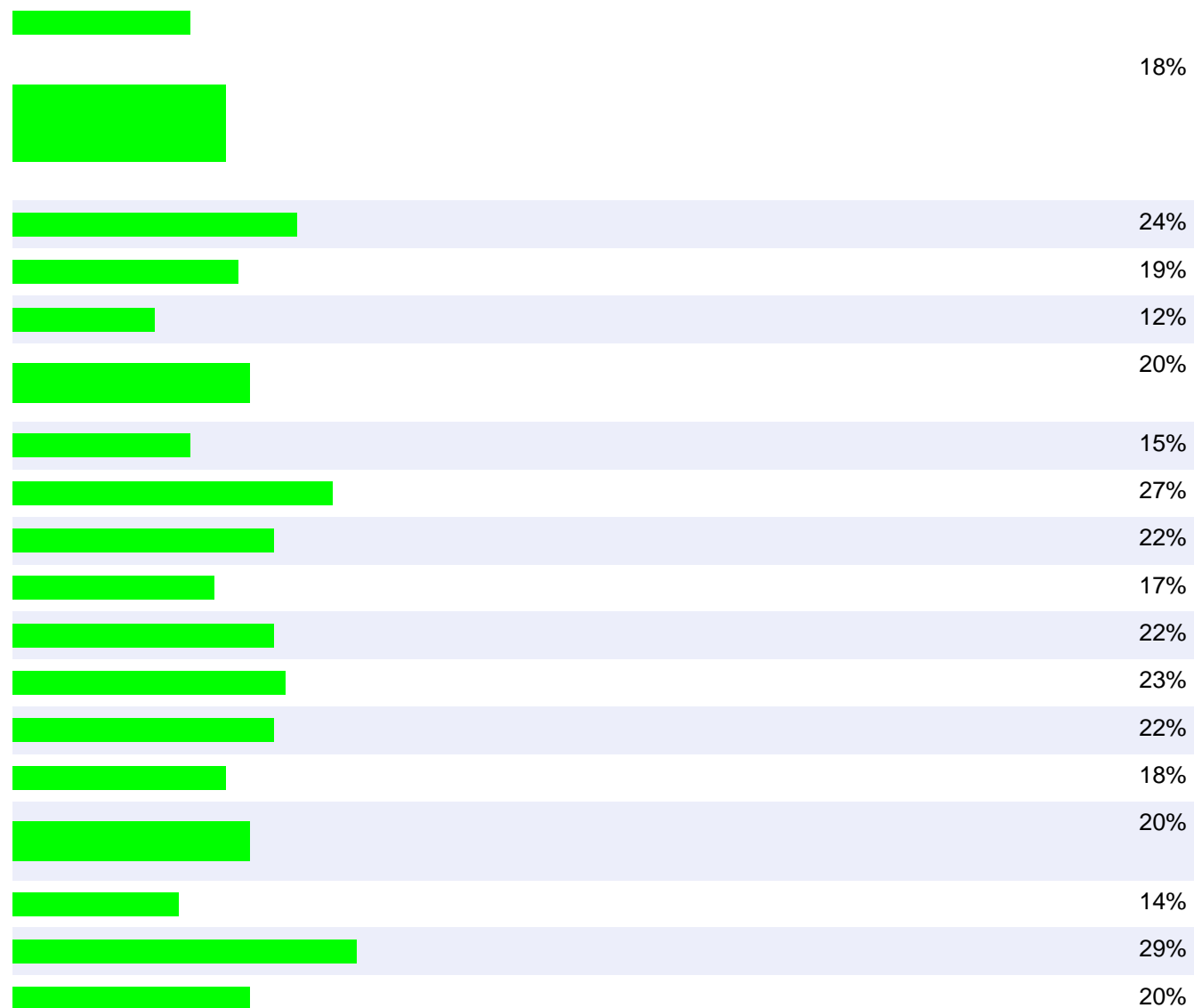
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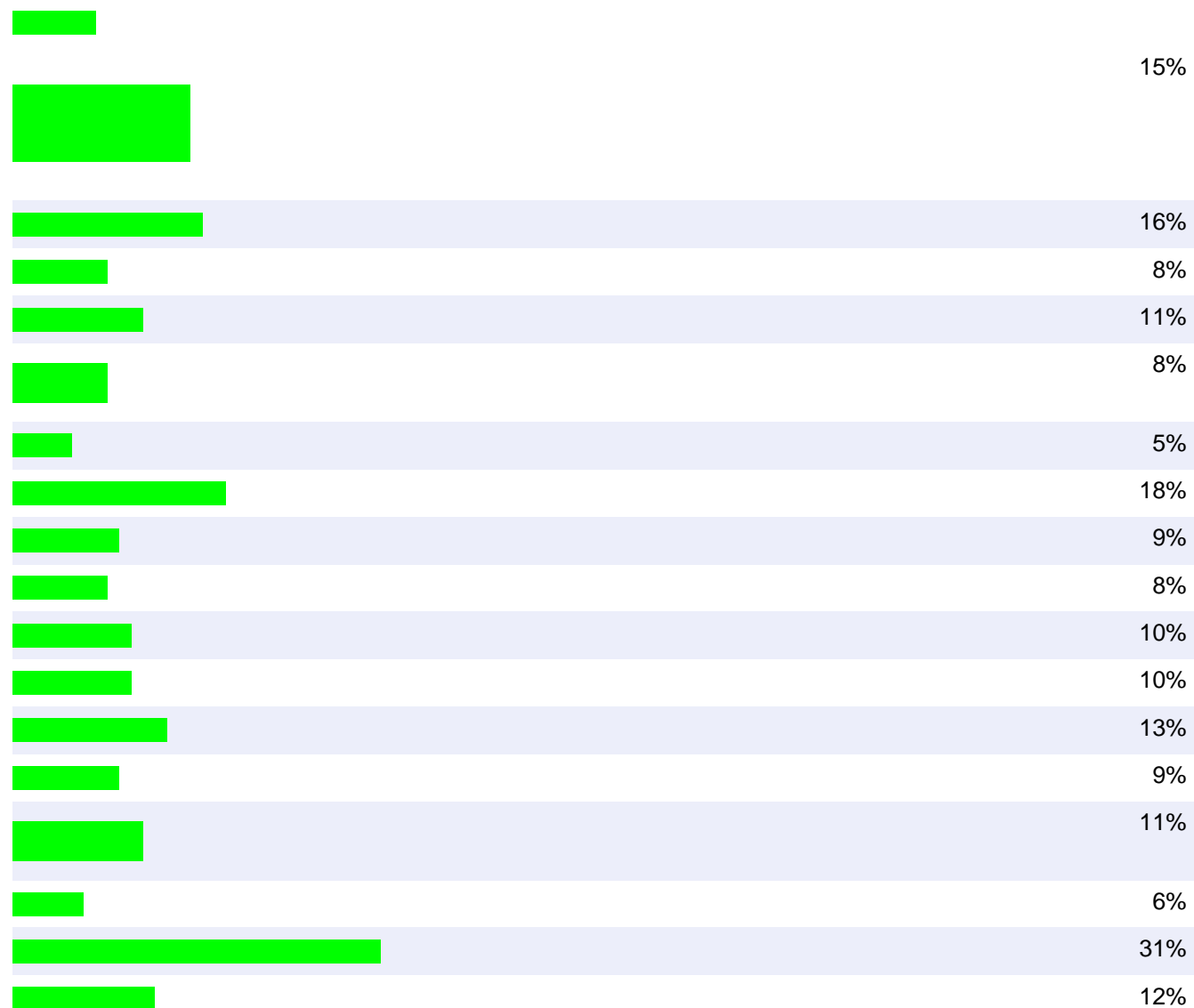
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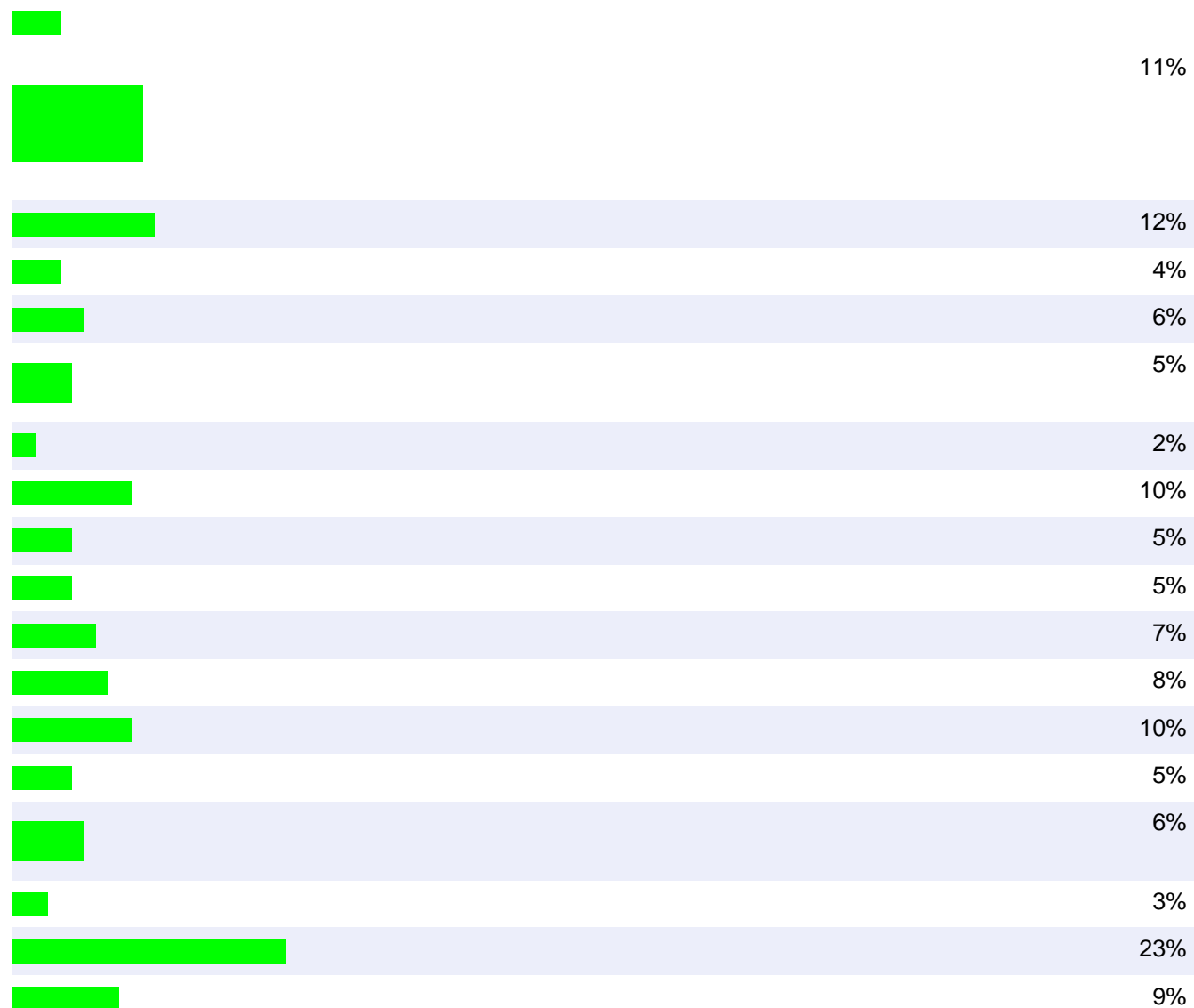
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Fewer than 100

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

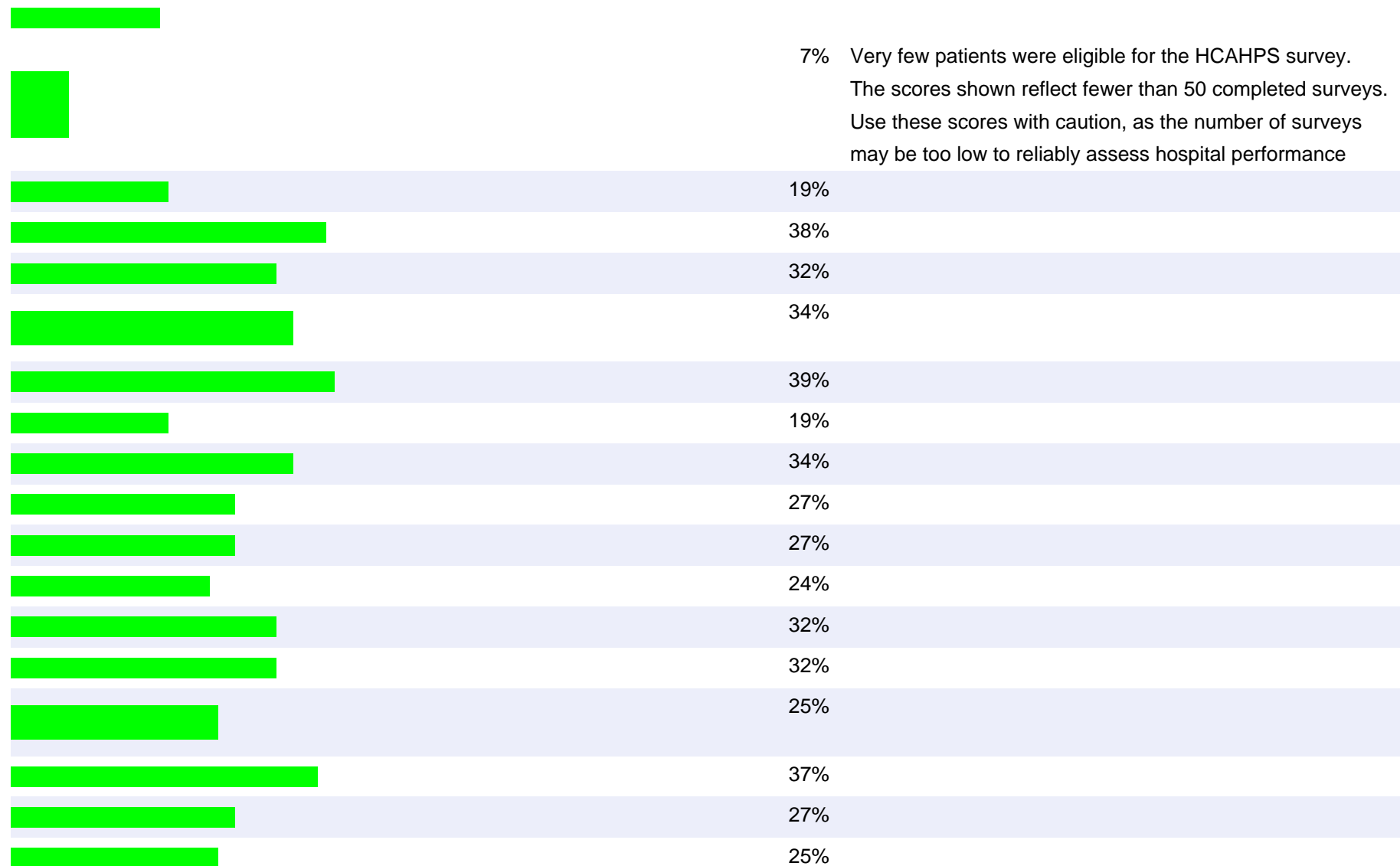
300 or more

300 or more

Between 100 and 299

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|        |  |                               |
|--------|--|-------------------------------|
| 050394 | COMMUNITY MEMORIAL HOSPITAL SAN BUENAVENTURA | 147 N BRENT ST                |
| 050396 | SANTA BARBARA COTTAGE HOSPITAL               | 400 WEST PUEBLO               |
| 050397 | COALINGA REGIONAL MEDICAL CENTER             | 1191 PHELPS AVENUE            |
| 050407 | CHINESE HOSPITAL                             | 845 JACKSON ST                |
| 050411 | KAISER FOUNDATION HOSPITAL - SOUTH BAY       | 25825 SOUTH VERMONT AVENUE    |
| 050414 | MERCY HOSPITAL OF FOLSOM                     | 1650 CREEKSIDE DRIVE          |
| 050417 | SUTTER COAST HOSPITAL                        | 800 E WASHINGTON BLVD         |
| 050423 | PALO VERDE HOSPITAL                          | 250 NORTH FIRST STREET        |
| 050424 | SCRIPPS GREEN HOSPITAL                       | 10666 NORTH TORREY PINES ROAD |
| 050425 | KAISER FOUNDATION HOSPITAL - SACRAMENTO      | 2025 MORSE AVENUE             |
| 050426 | WEST ANAHEIM MEDICAL CENTER                  | 3033 W ORANGE AVENUE          |
| 050434 | COLUSA REGIONAL MEDICAL CENTER               | 199 EAST WEBSTER ST           |
| 050435 | FALLBROOK HOSPITAL                           | 624 E ELDER ST                |
| 050438 | HUNTINGTON MEMORIAL HOSPITAL                 | 100 W CALIFORNIA BLVD         |
| 050441 | STANFORD HOSPITAL                            | 300 PASTEUR DRIVE             |
| 050444 | MERCY MEDICAL CENTER                         | 333 MERCY AVENUE              |
| 050448 | RIDGECREST REGIONAL HOSPITAL                 | 1081 NORTH CHINA LAKE BLVD    |

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|  |               |    |
|--|---------------|----|
|  | VENTURA       | CA |
|  | SANTA BARBARA | CA |
|  | COALINGA      | CA |
|  | SAN FRANCISCO | CA |
|  | HARBOR CITY   | CA |
|  | FOLSOM        | CA |
|  | CRESCENT CITY | CA |
|  | BLYTHE        | CA |
|  | LA JOLLA      | CA |
|  | SACRAMENTO    | CA |
|  | ANAHEIM       | CA |
|  | COLUSA        | CA |
|  | FALLBROOK     | CA |
|  | PASADENA      | CA |
|  | STANFORD      | CA |
|  | MERCED        | CA |
|  | RIDGECREST    | CA |

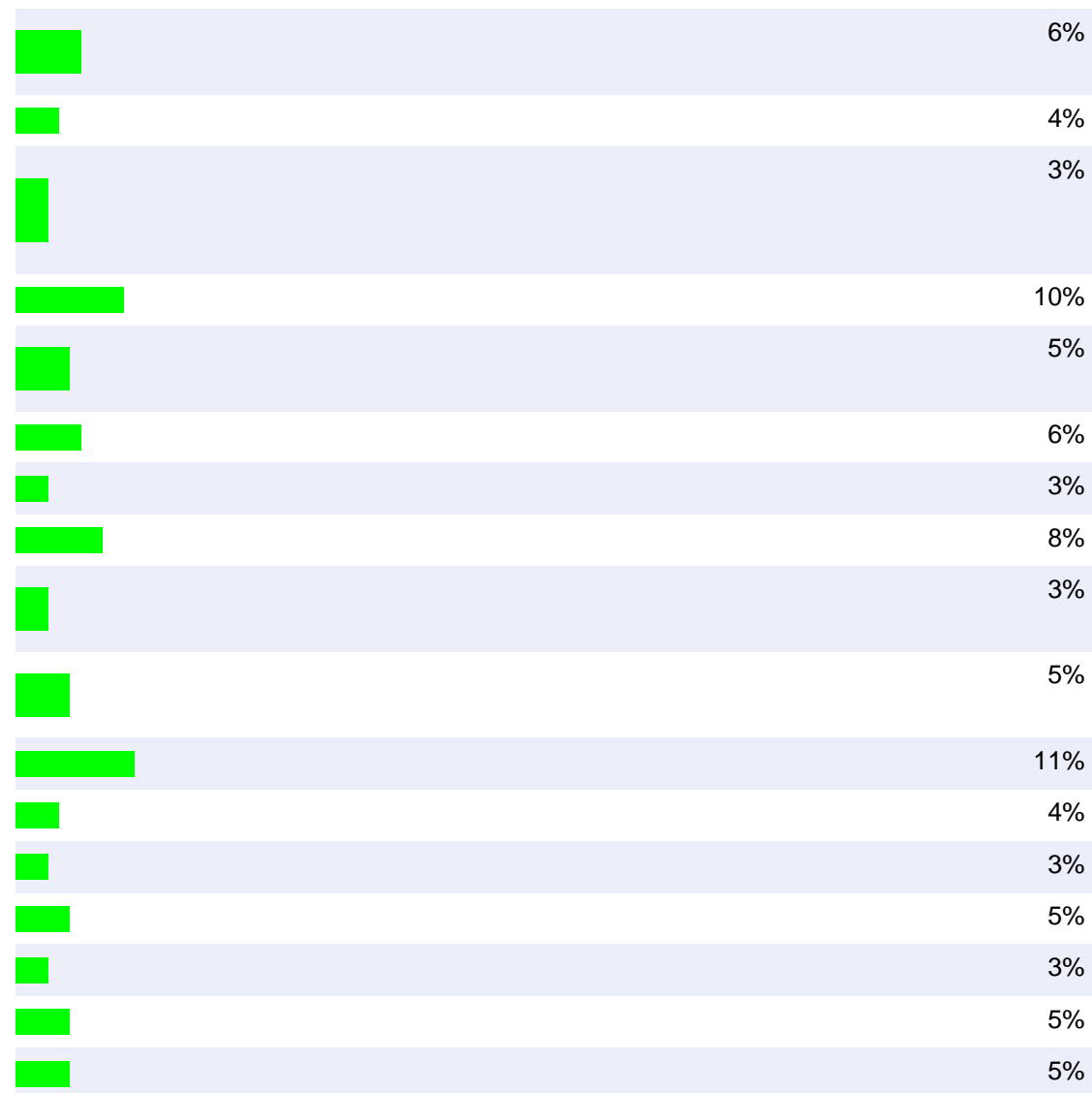
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|       |               |            |
|-------|---------------|------------|
| 93003 | VENTURA       | 8056525011 |
| 93102 | SANTA BARBARA | 8056827111 |
| 93210 | FRESNO        | 5599356400 |
| 94133 | SAN FRANCISCO | 4159822400 |
| 90710 | LOS ANGELES   | 3105176441 |
| 95630 | SACRAMENTO    | 9169837400 |
| 95531 | DEL NORTE     | 7074648860 |
| 92225 | RIVERSIDE     | 7609224115 |
| 92037 | SAN DIEGO     | 8585543600 |
| 95825 | SACRAMENTO    | 9169735000 |
| 92804 | ORANGE        | 7148273000 |
| 95932 | COLUSA        | 5304585821 |
| 92028 | SAN DIEGO     | 7607281191 |
| 91109 | LOS ANGELES   | 6263975000 |
| 94305 | SANTA CLARA   | 6507235708 |
| 95340 | MERCED        | 2095645000 |
| 93555 | KERN          | 7604463551 |

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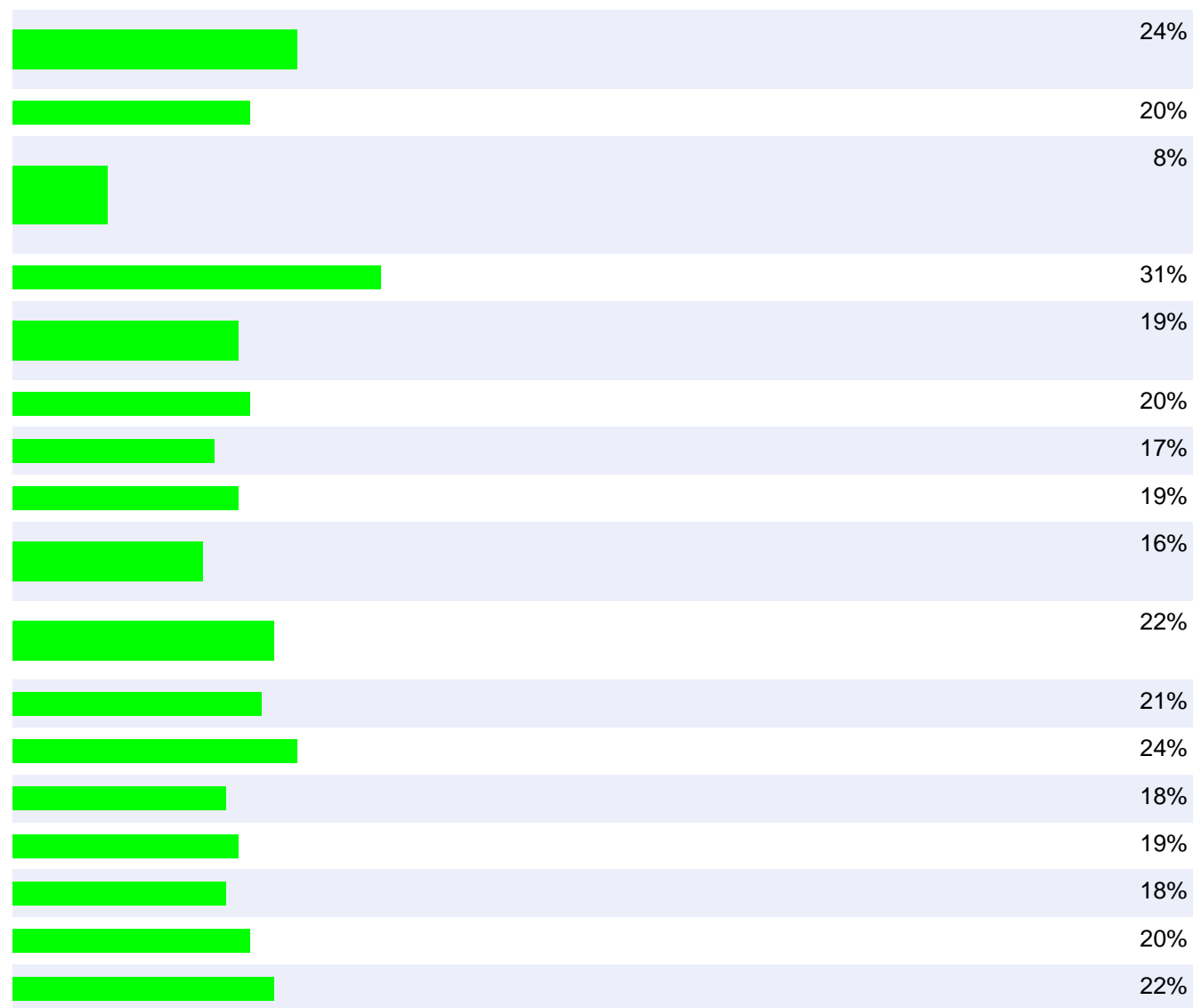
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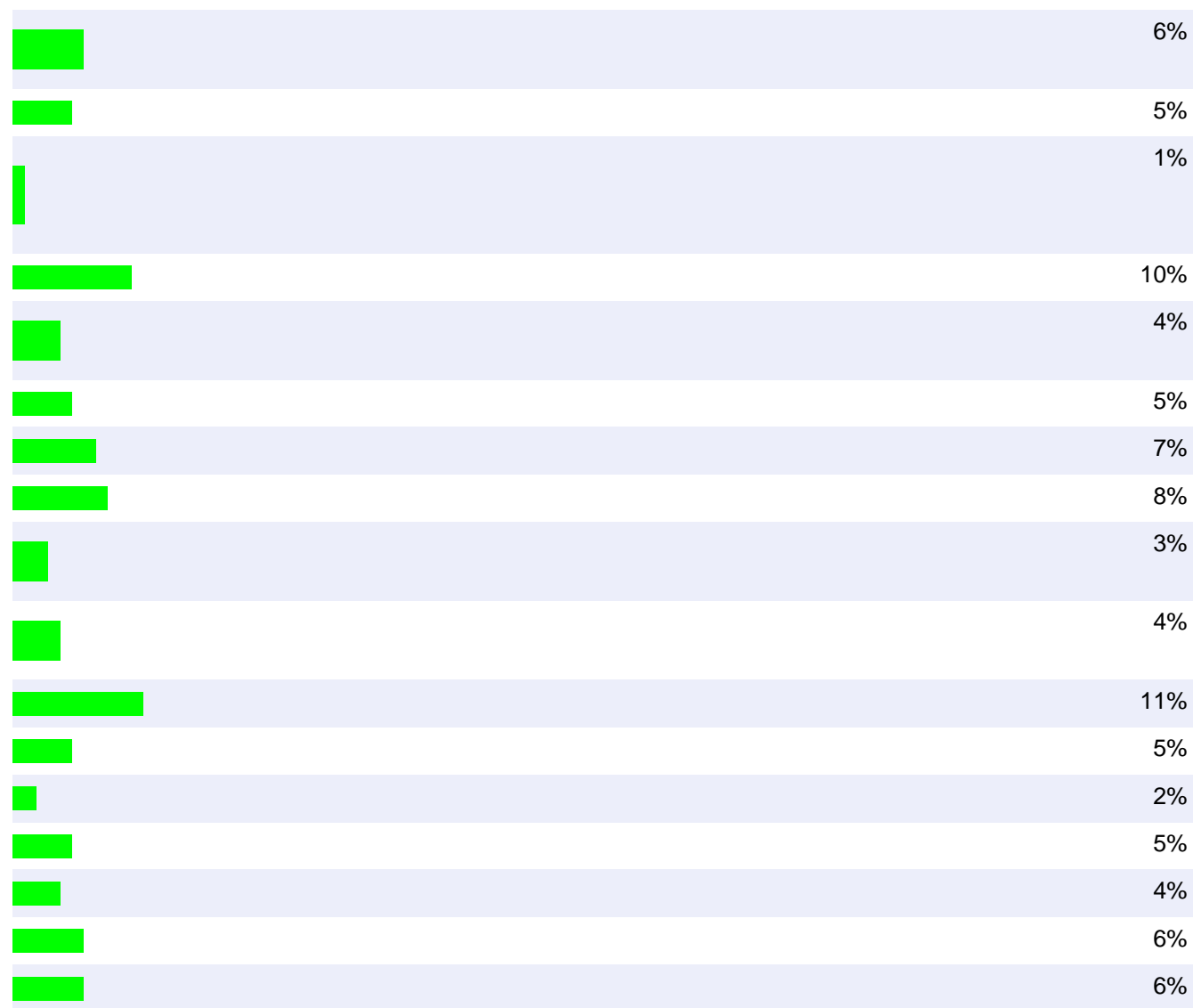
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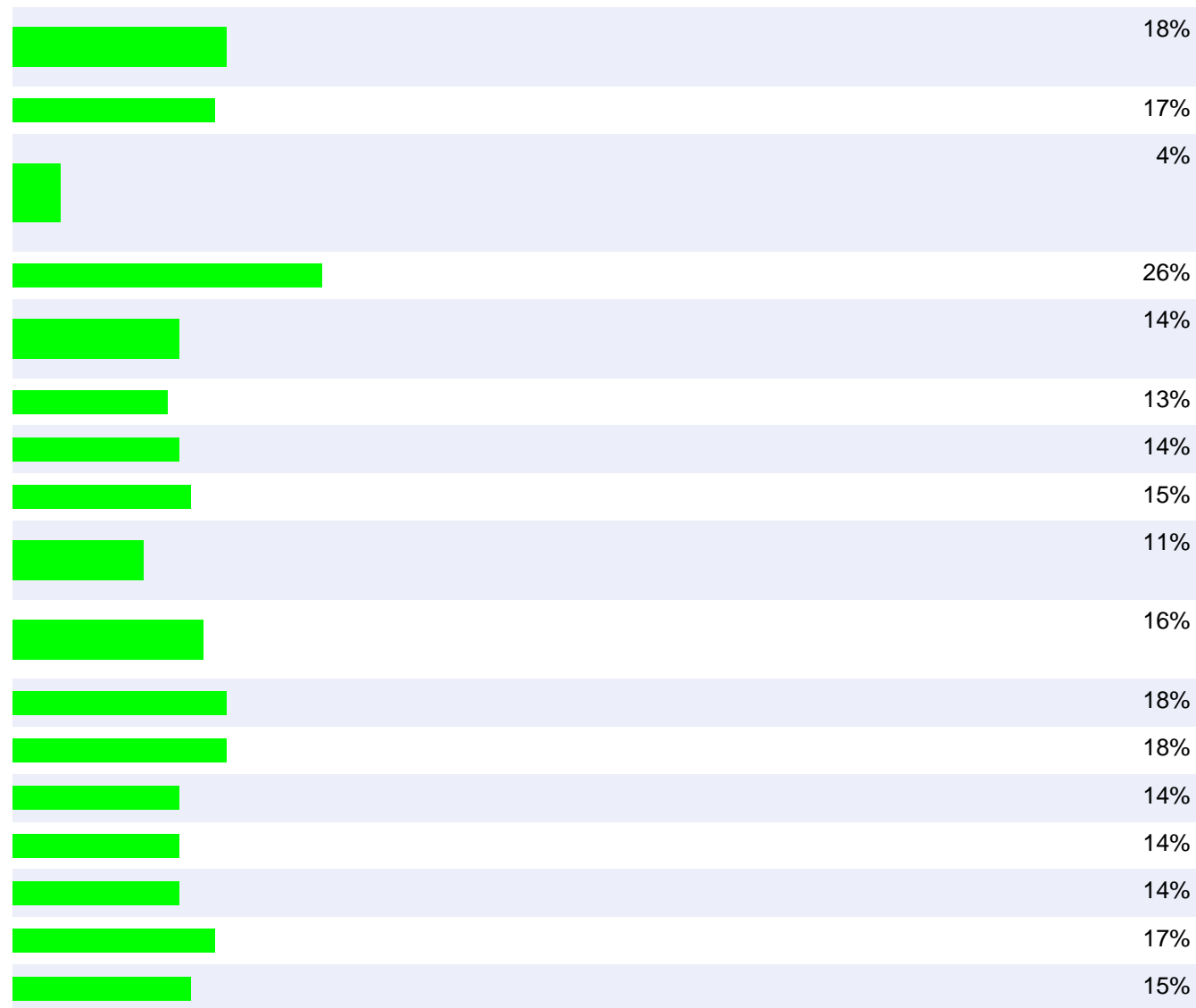
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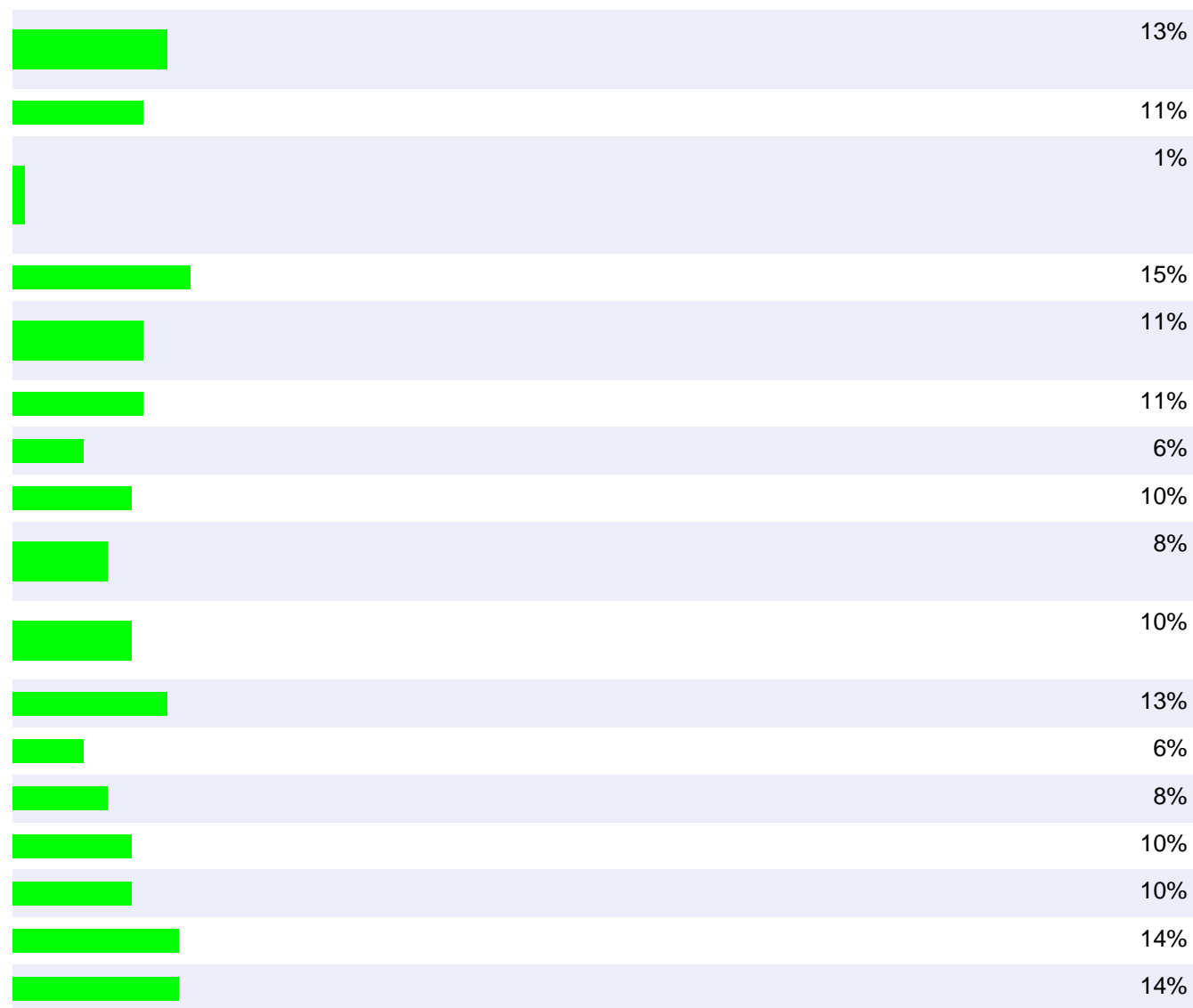
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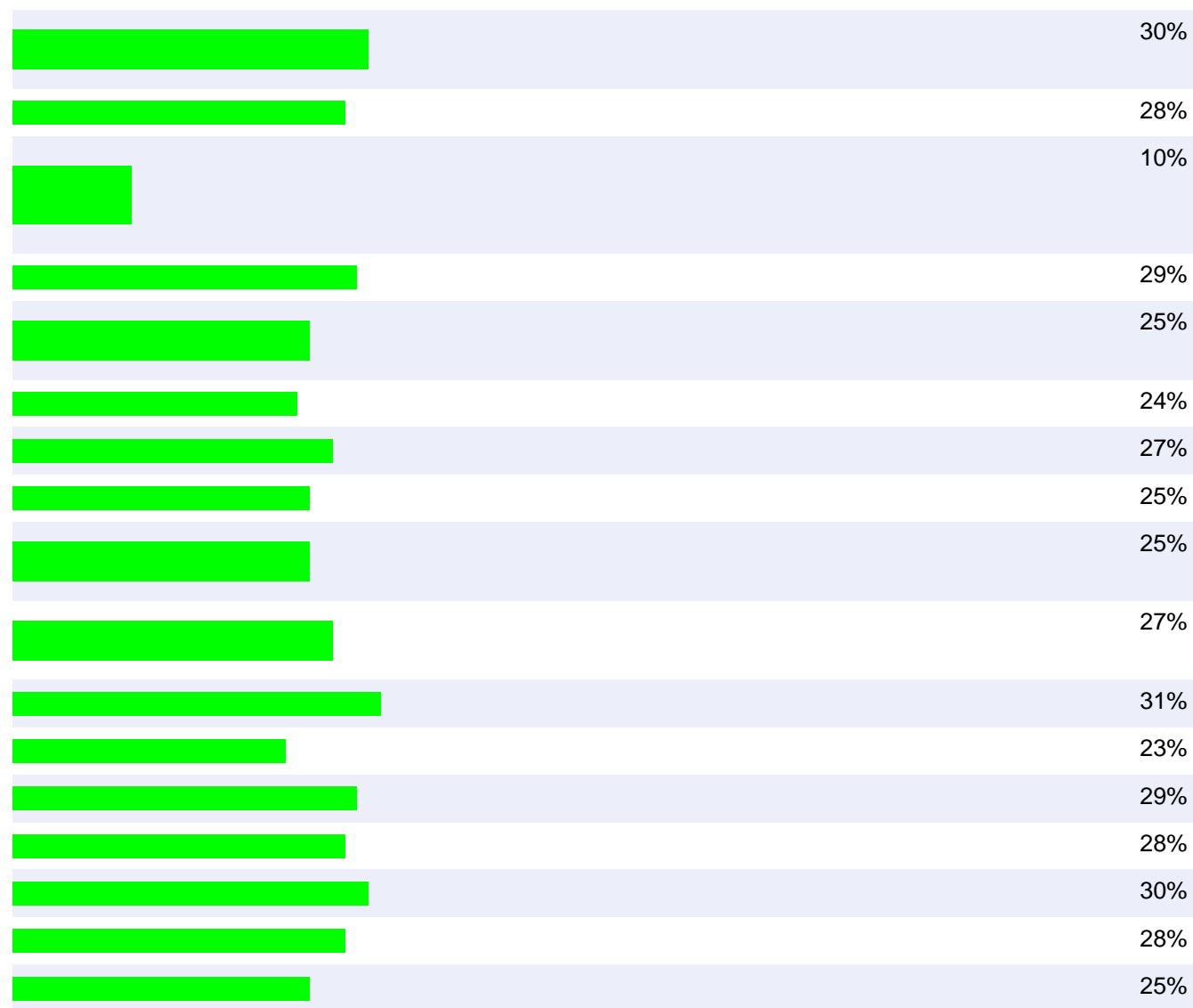
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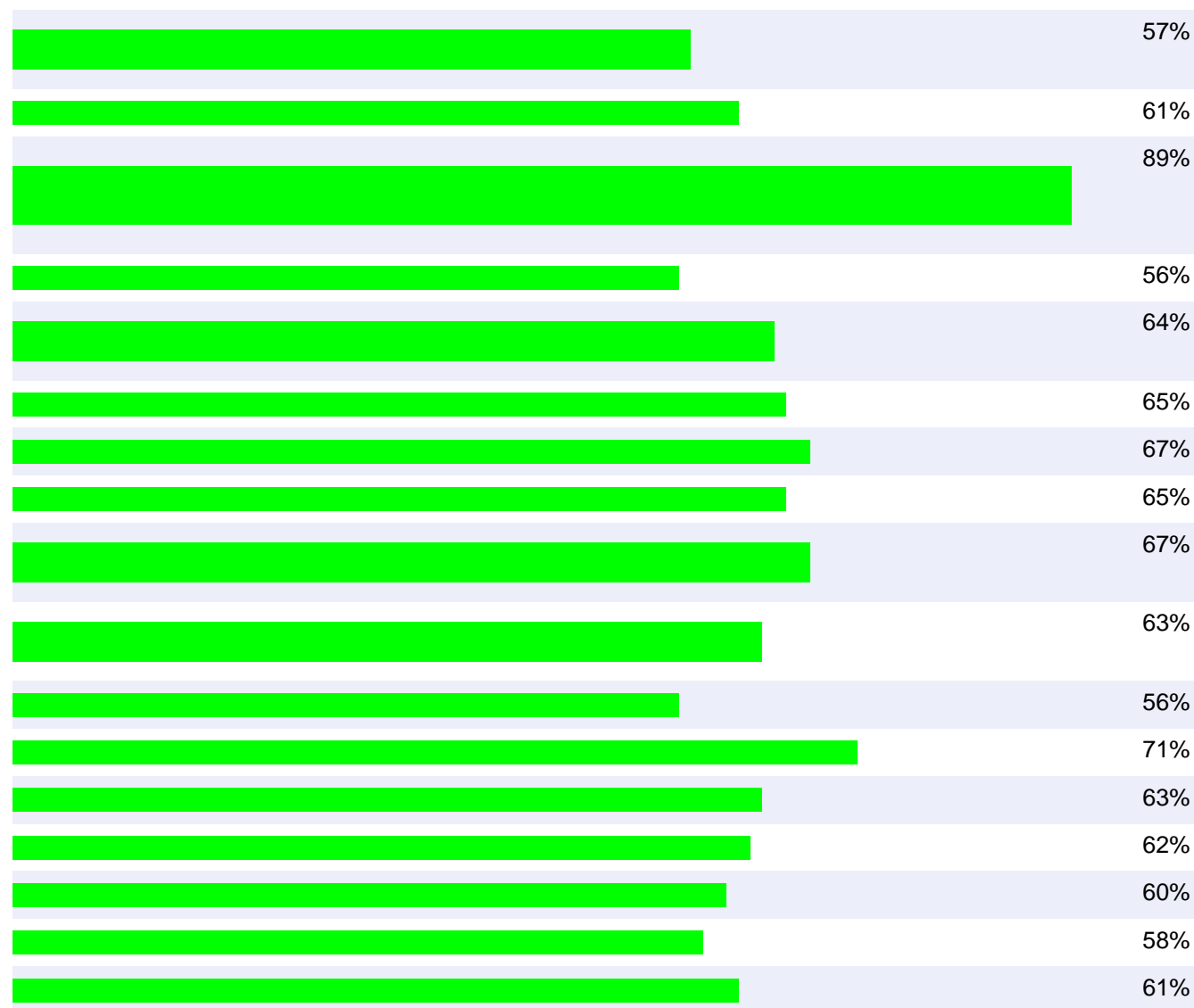
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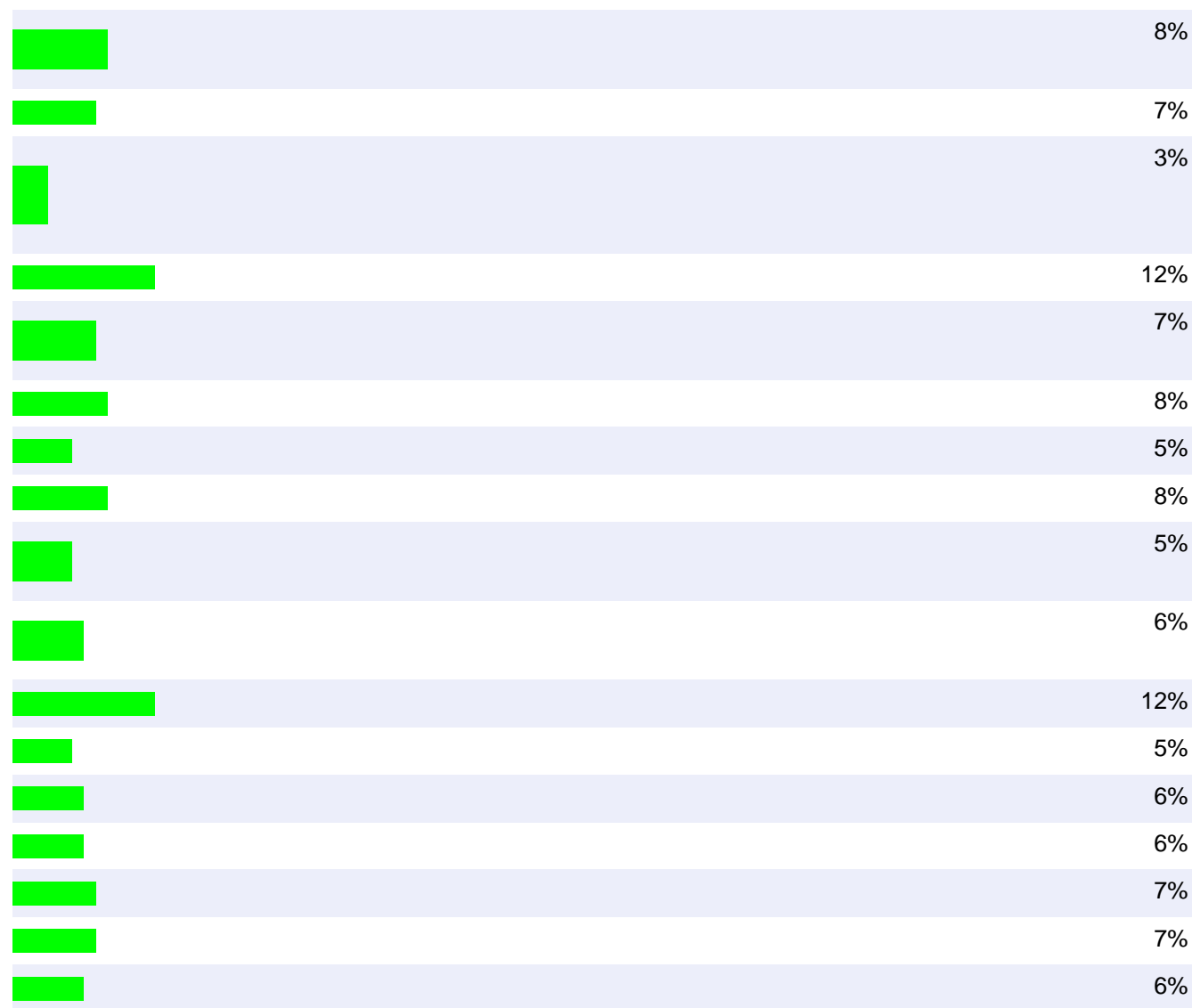
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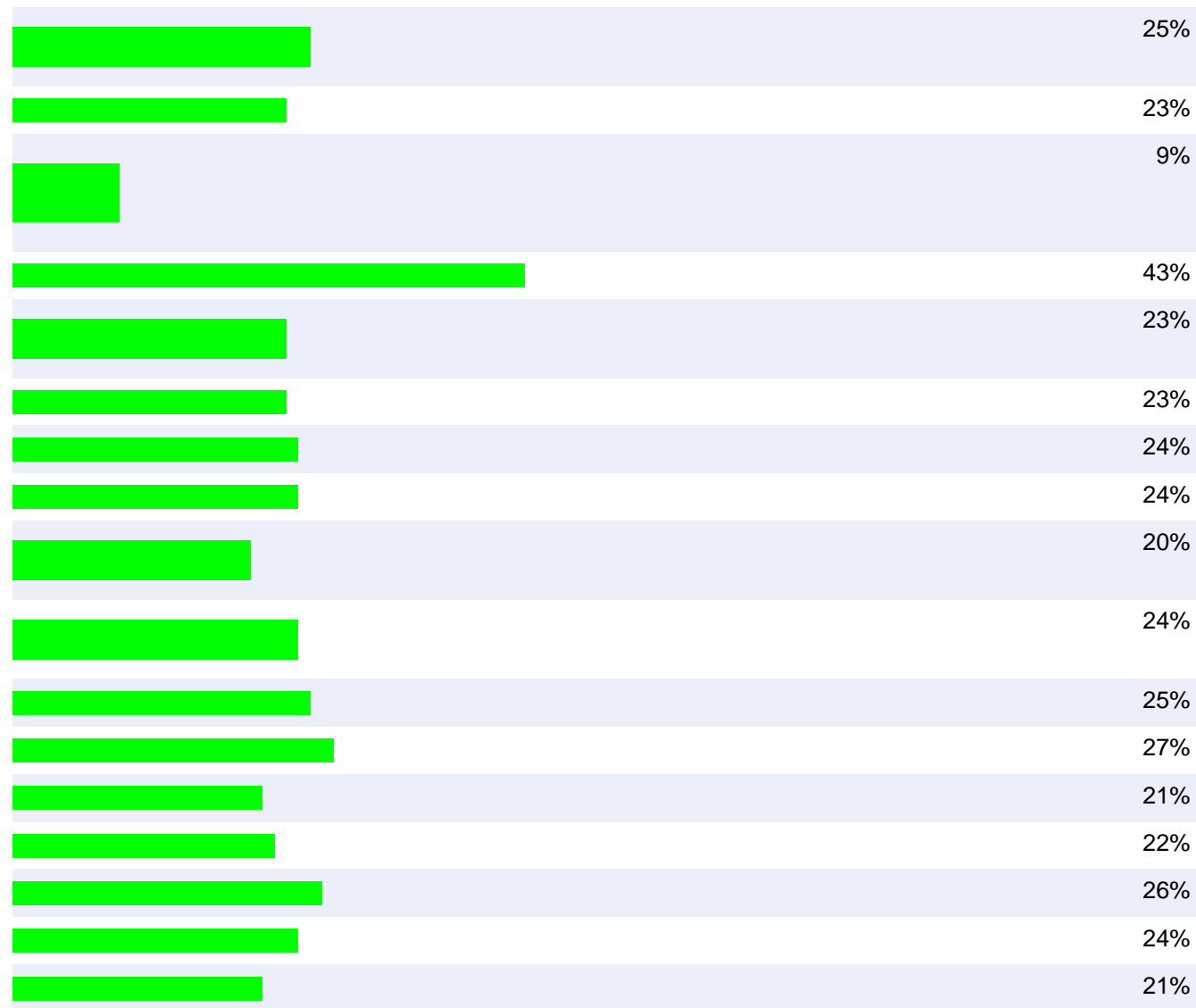
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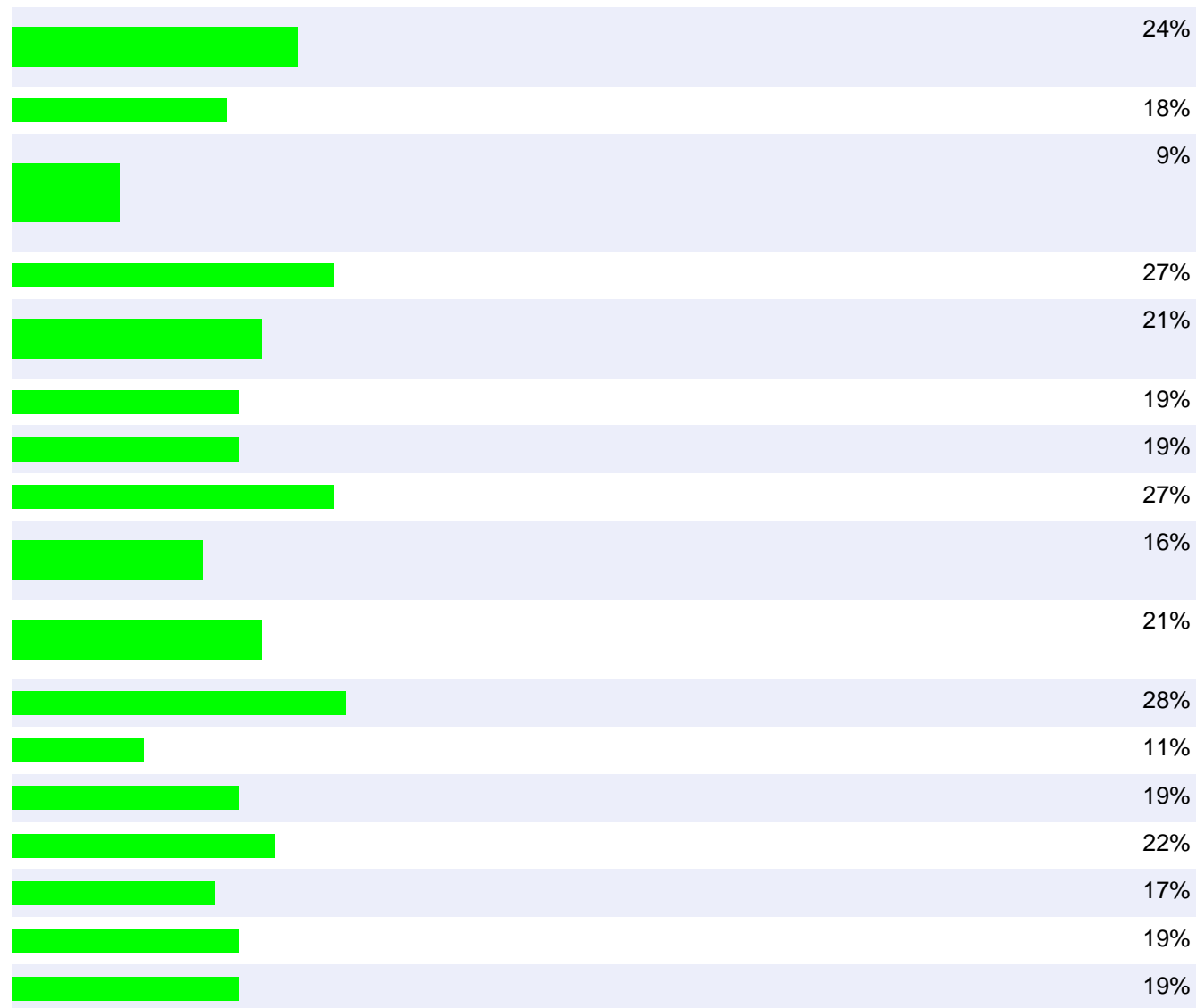
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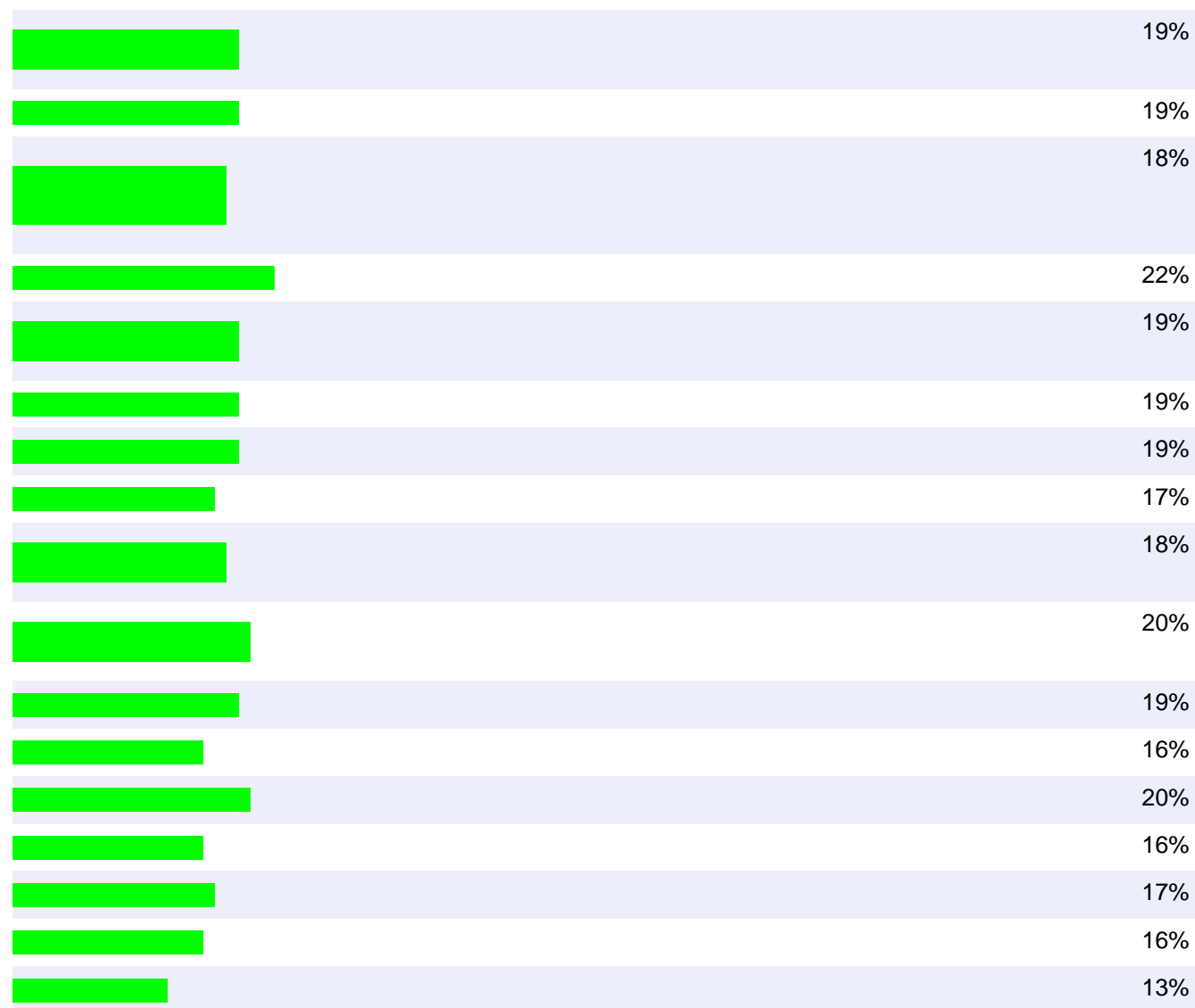
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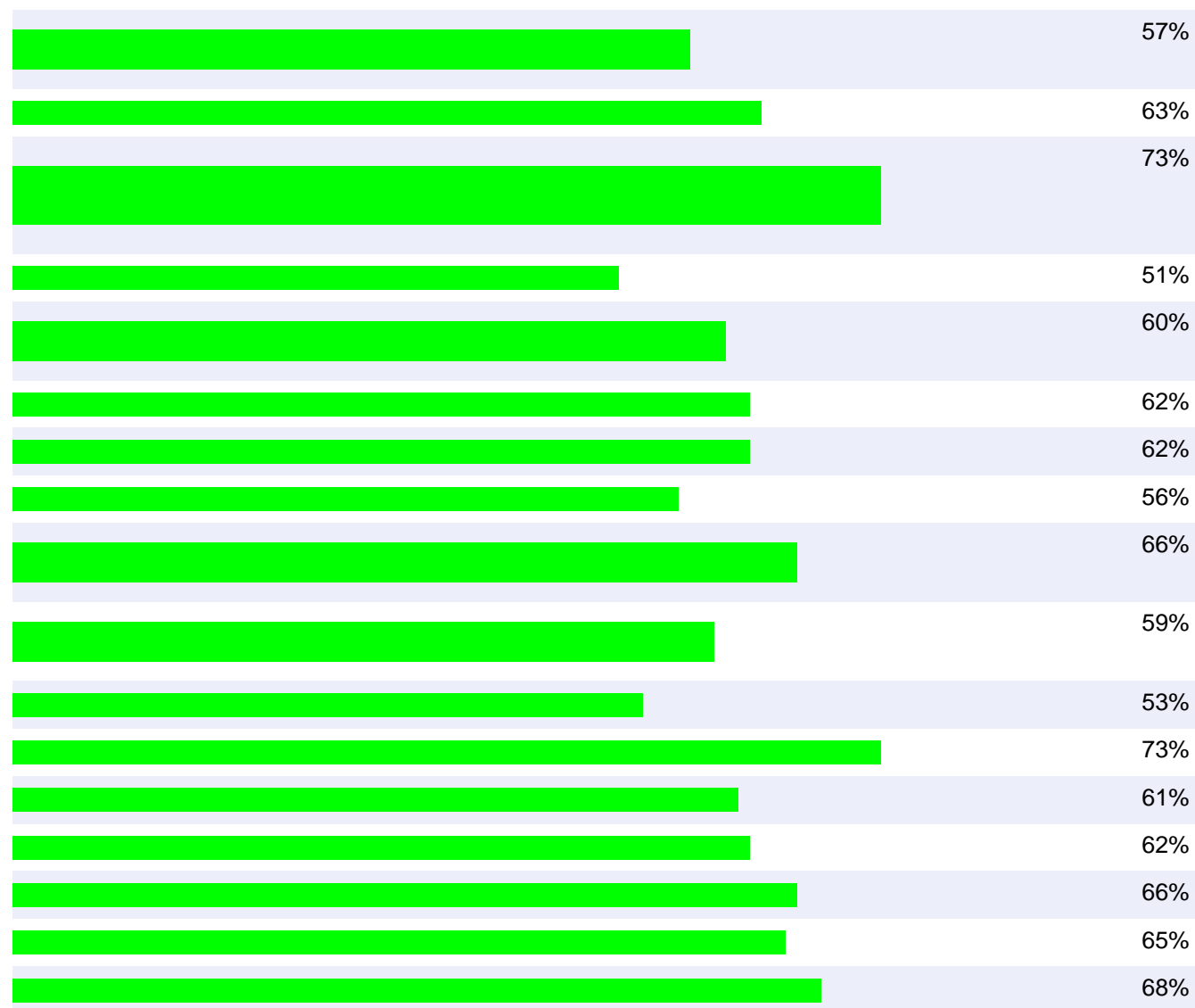
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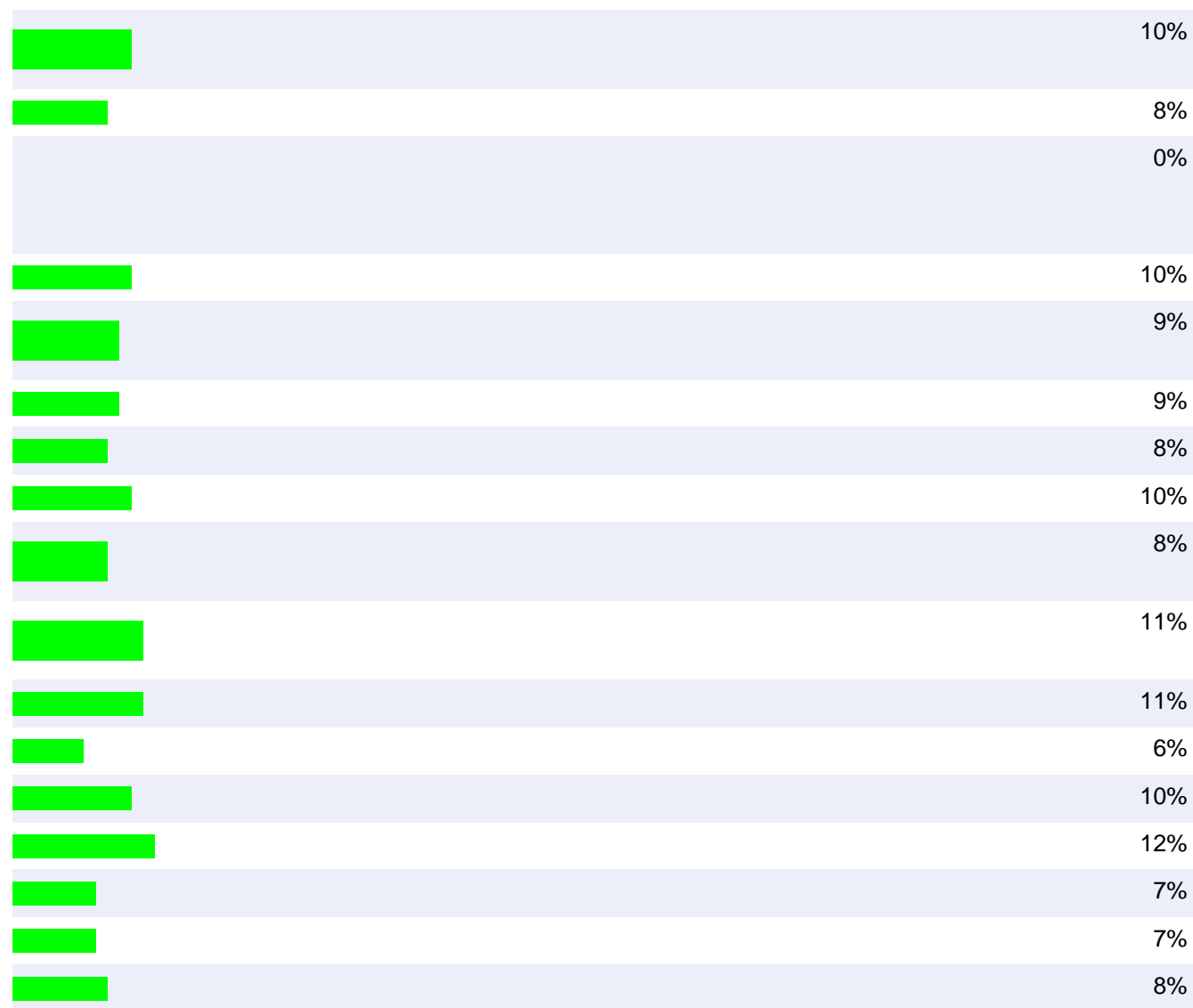
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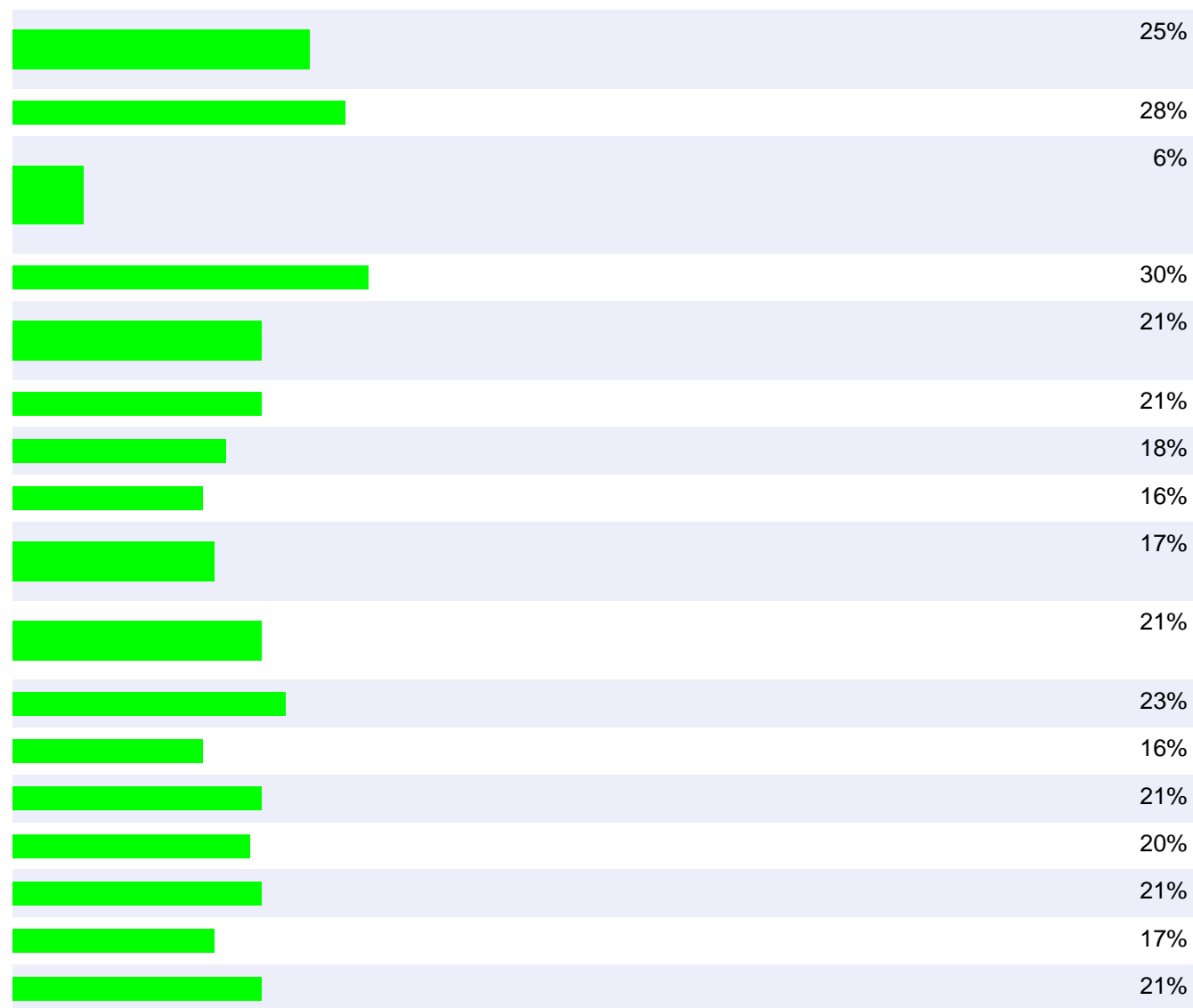
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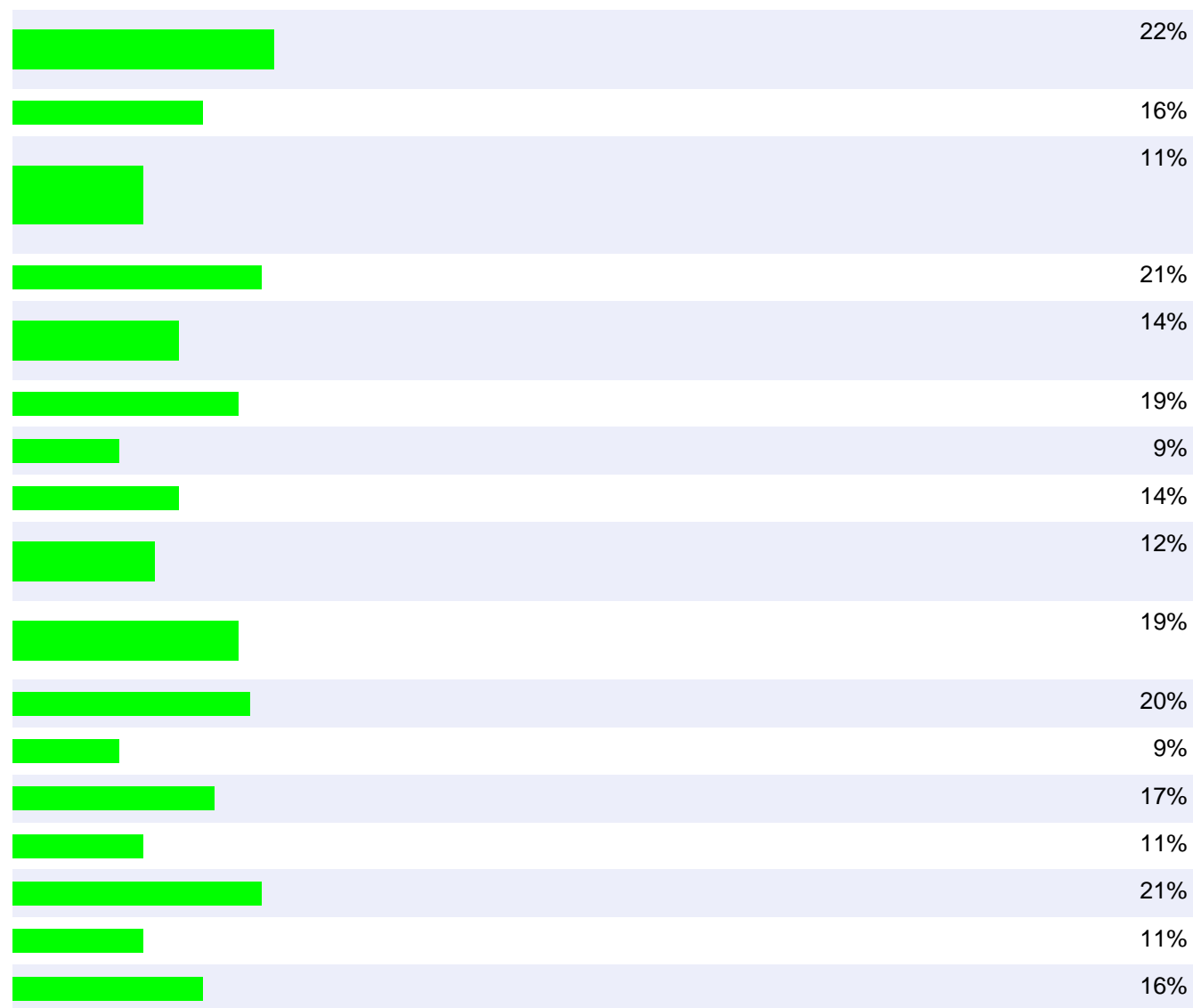
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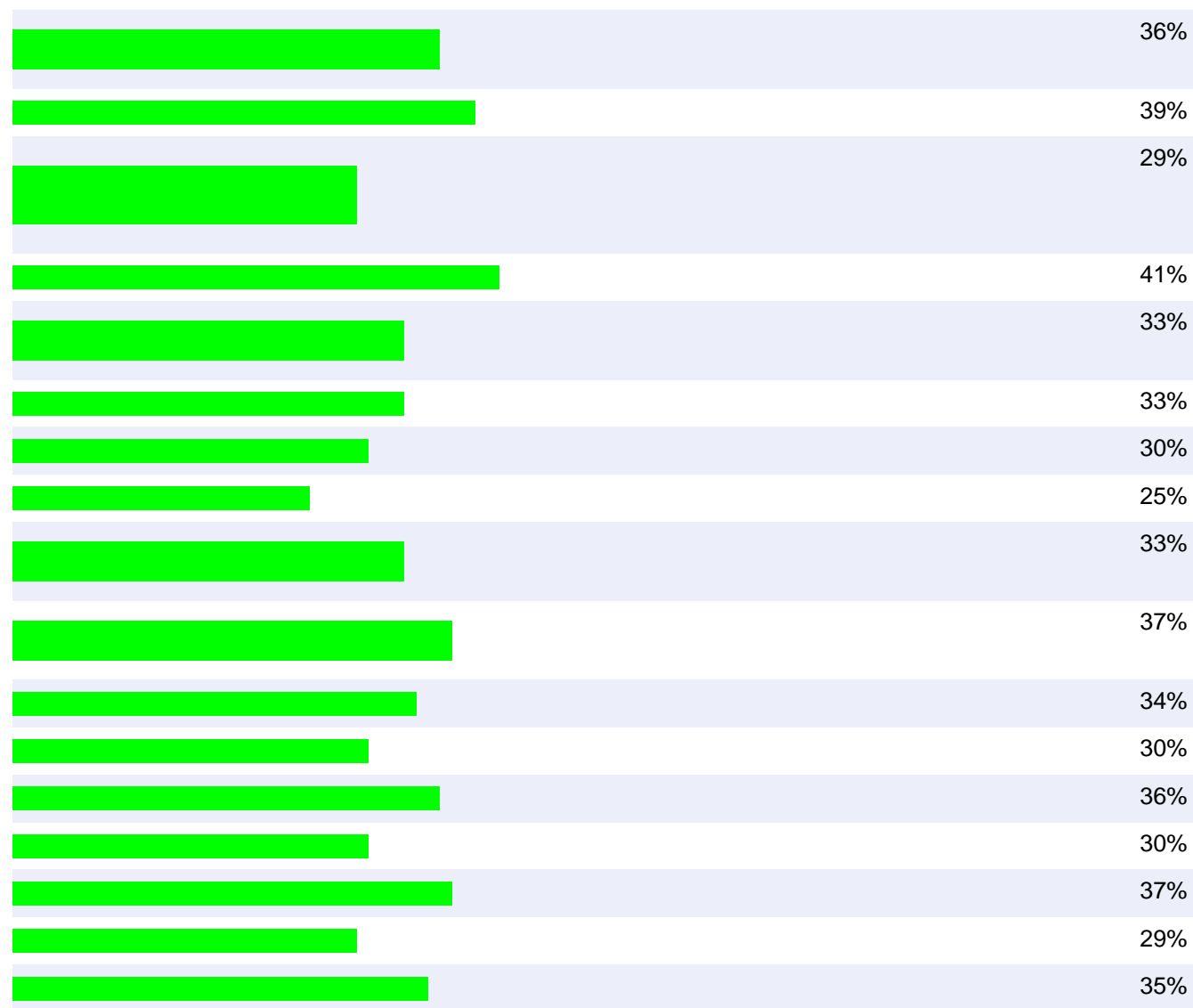
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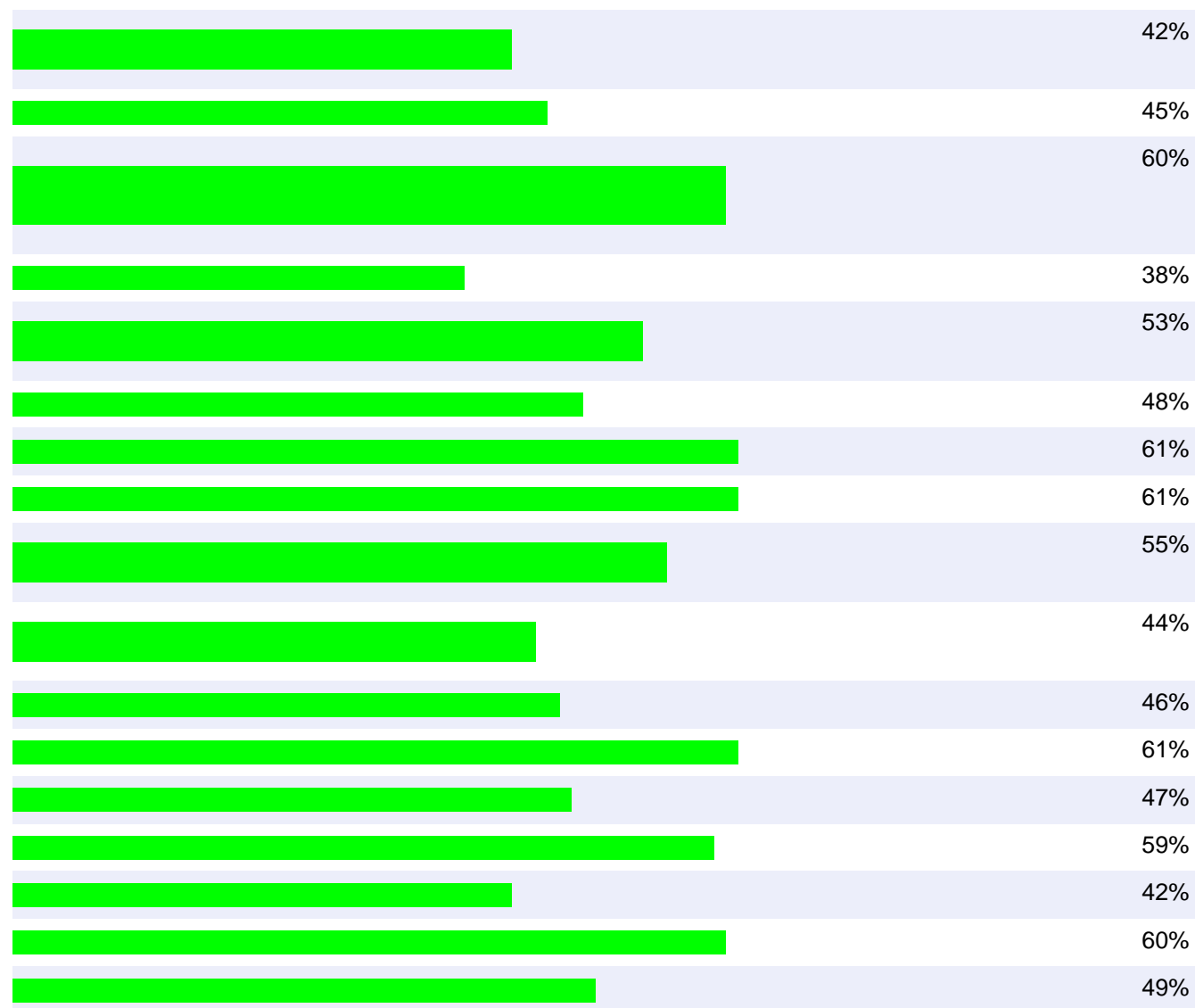
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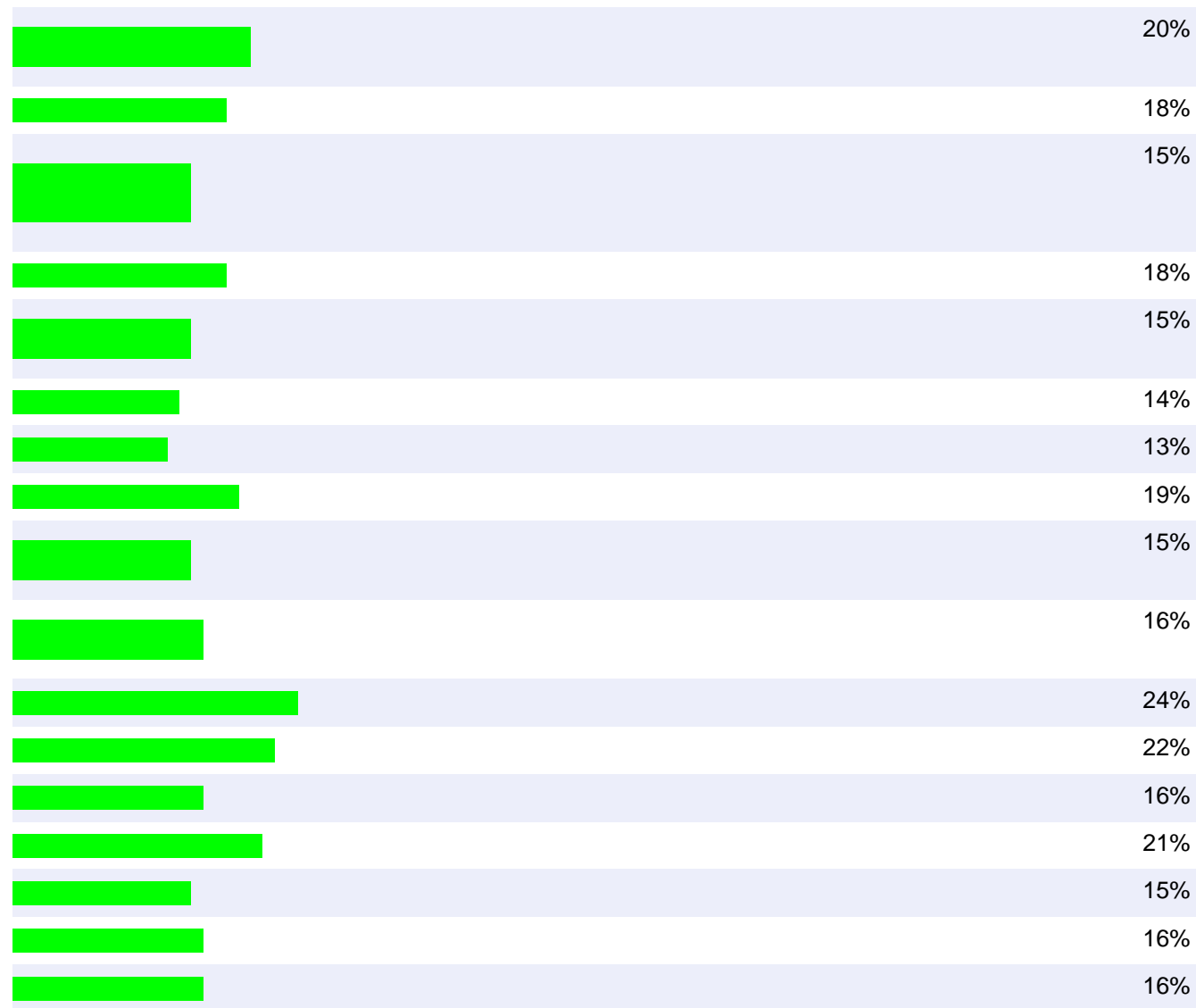
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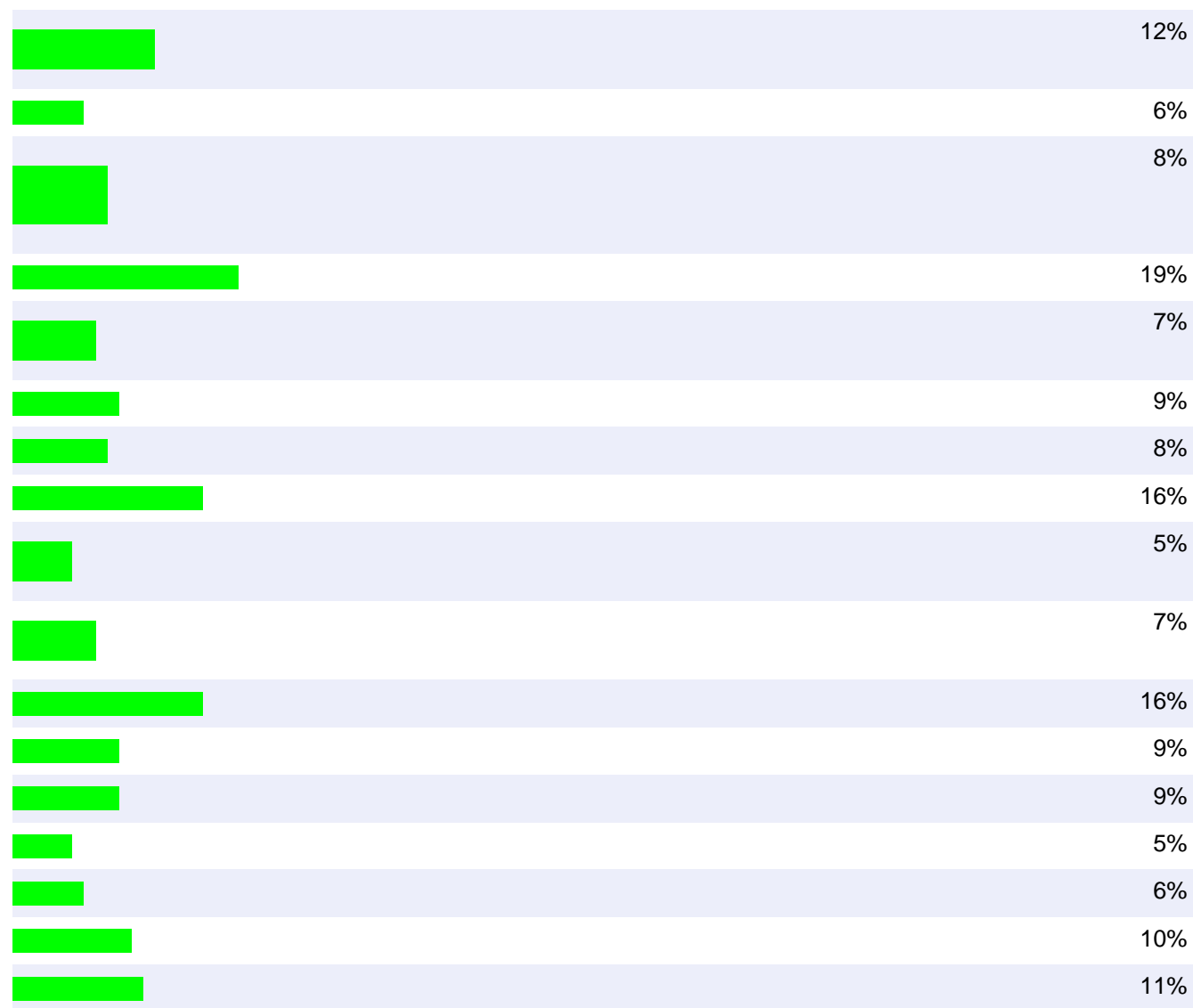
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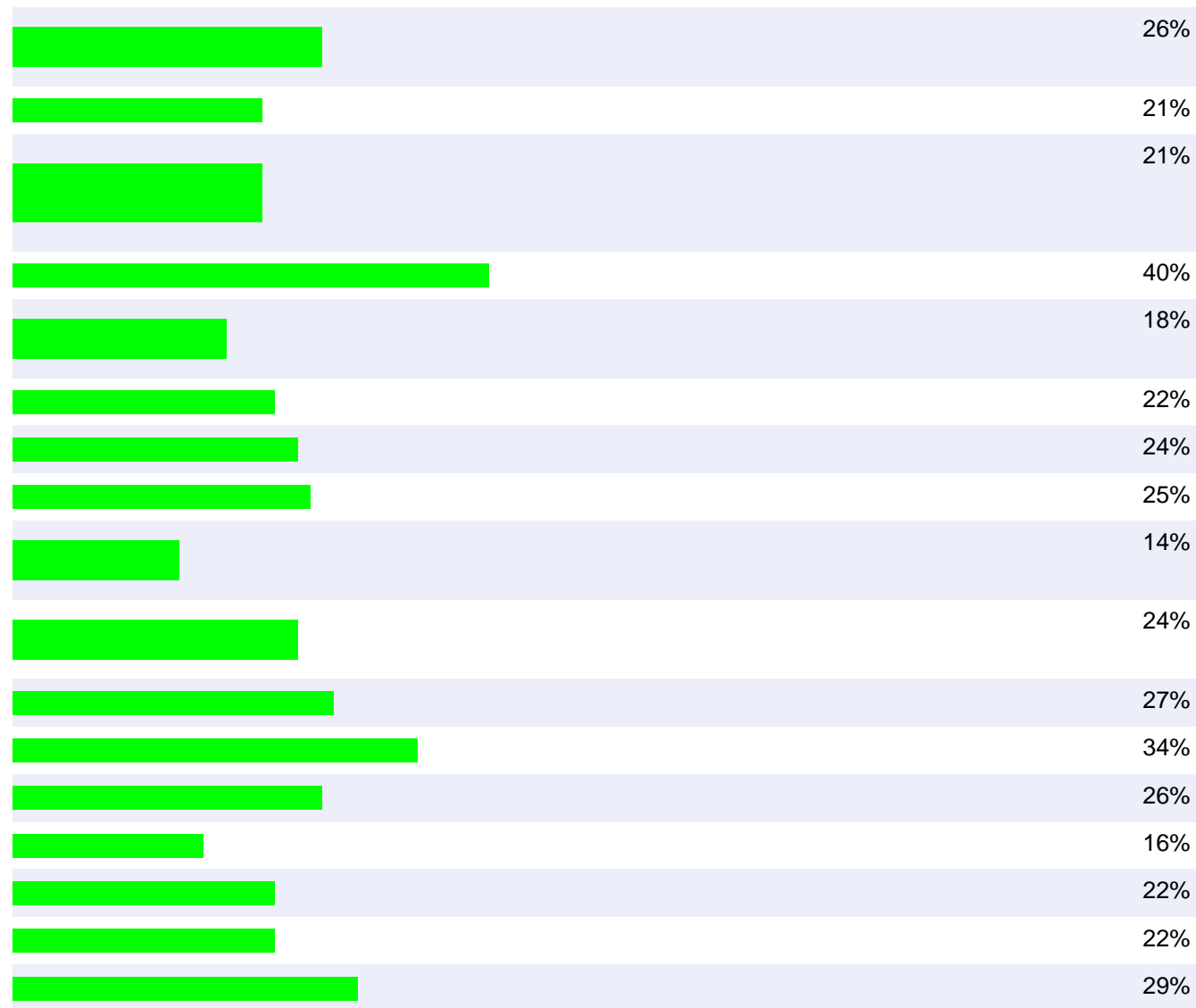
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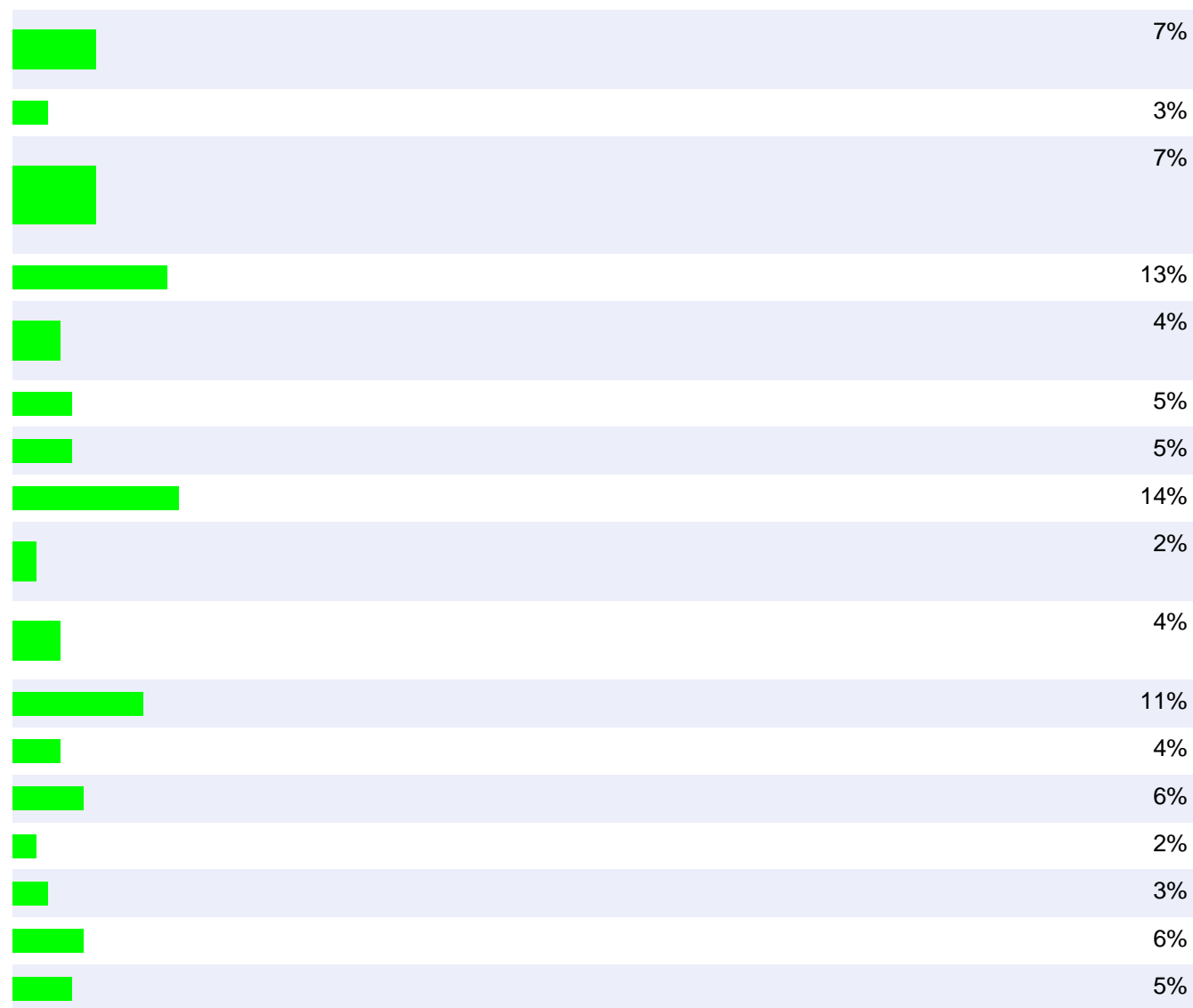
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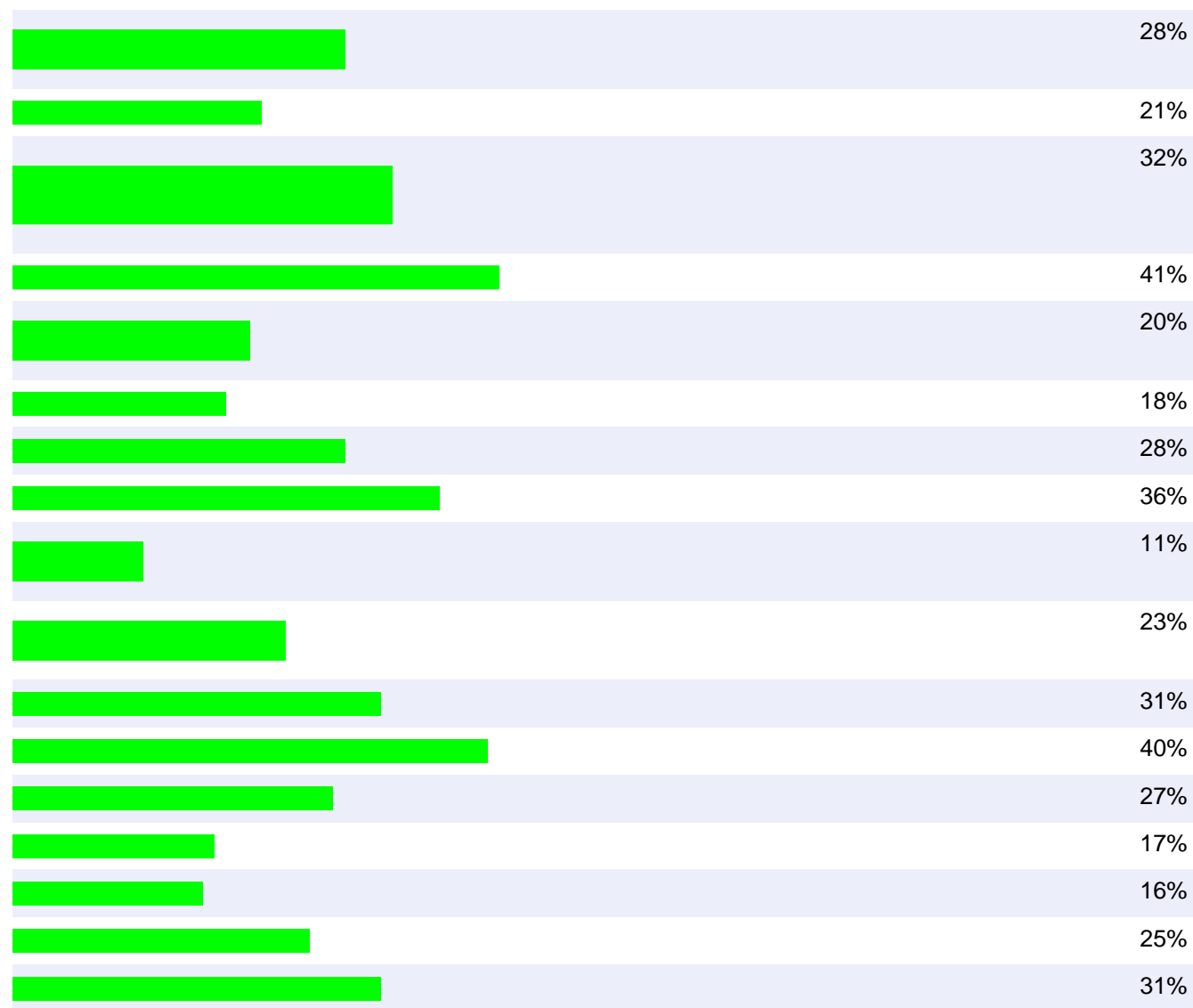
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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300 or more

300 or more

Fewer than 100

300 or more

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

300 or more

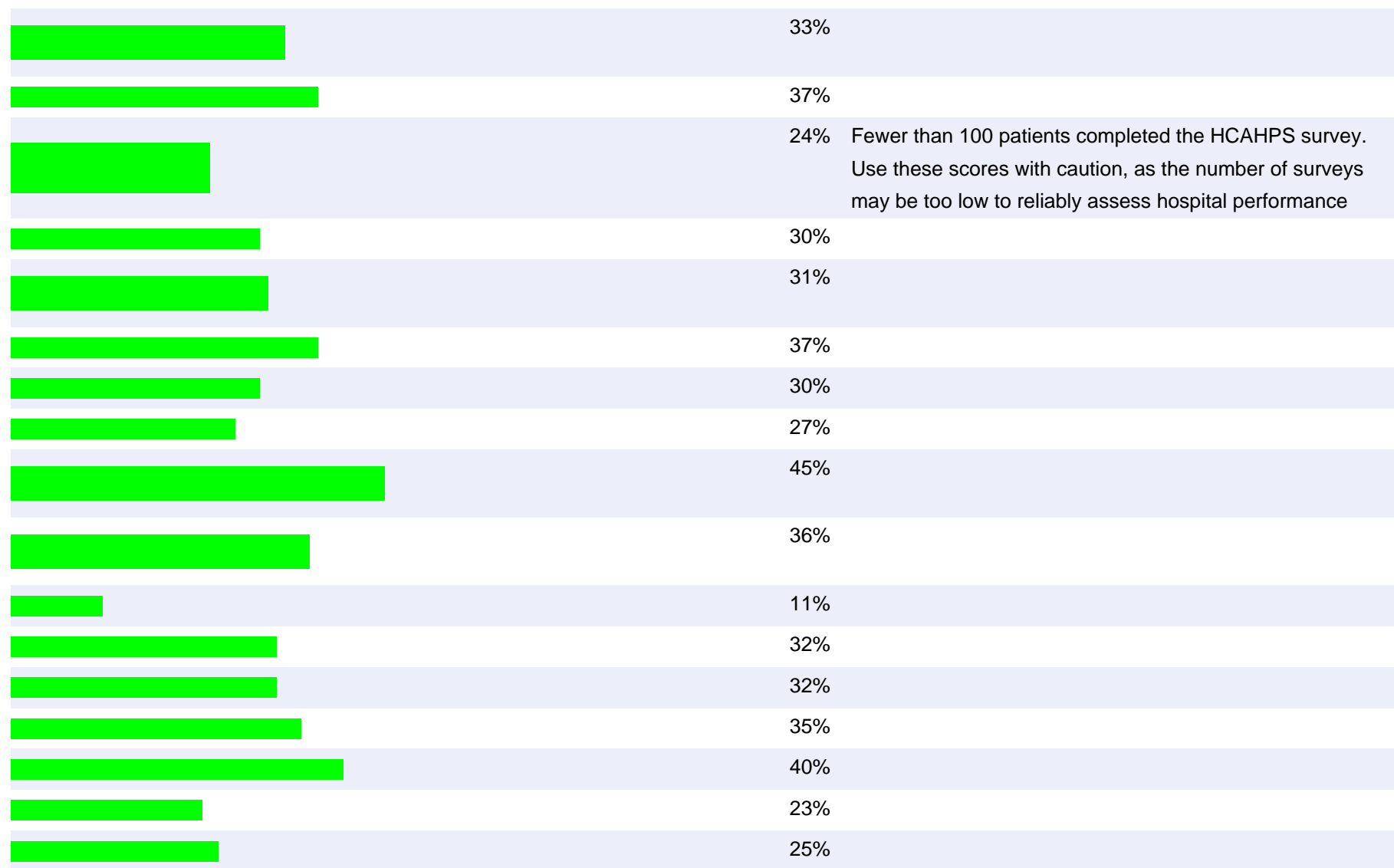
300 or more

300 or more

300 or more

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|        |   |                             |
|--------|---|-----------------------------|
| 050454 | UCSF MEDICAL CENTER                           | 505 PARNASSUS AVE, BOX 0296 |
| 050455 | SAN JOAQUIN COMMUNITY HOSPITAL                | 2615 CHESTER AVENUE         |
| 050457 | ST MARY'S MEDICAL CENTER                      | 450 STANYAN ST              |
| 050464 | DOCTORS MEDICAL CENTER                        | 1441 FLORIDA AVENUE         |
| 050468 | MEMORIAL HOSPITAL OF GARDENA                  | 1145 W REDONDO BEACH BLVD   |
| 050471 | GOOD SAMARITAN HOSPITAL                       | 1225 WILSHIRE BOULEVARD     |
| 050481 | WEST HILLS HOSPITAL & MEDICAL CENTER          | 7300 MEDICAL CENTER DR      |
| 050485 | LONG BEACH MEMORIAL MEDICAL CENTER            | 2801 ATLANTIC AVE           |
| 050488 | EDEN MEDICAL CENTER                           | 20103 LAKE CHABOT ROAD      |
| 050492 | CLOVIS COMMUNITY MEDICAL CENTER               | 2755 HERNDON AVE            |
| 050496 | JOHN MUIR MEDICAL CENTER - CONCORD<br>CAMPUS  | 2540 EAST ST                |
| 050498 | SUTTER AUBURN FAITH HOSPITAL                  | 11815 EDUCATION STREET      |
| 050502 | SAINT VINCENT MEDICAL CENTER                  | 2131 W 3RD ST               |
| 050503 | SCRIPPS MEMORIAL HOSPITAL - ENCINITAS         | 354 SANTA FE DRIVE          |
| 050506 | SIERRA VISTA REGIONAL MEDICAL CENTER          | 1010 MURRAY ST              |
| 050510 | KAISER FOUNDATION HOSPITAL                    | 99 MONTECILLO RD            |
| 050512 | KAISER FOUNDATION HOSPITAL<br>FREMONT/HAYWARD | 27400 HESPERIAN BLVD        |
| 050515 | KAISER FOUNDATION HOSPITAL - SAN<br>DIEGO     | 4647 ZION AVE               |
| 050516 | MERCY SAN JUAN MEDICAL CENTER                 | 6501 COYLE AVE              |
| 050517 | VICTOR VALLEY COMMUNITY HOSPITAL              | 15248 11TH ST               |

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|  |                 |    |
|--|-----------------|----|
|  | SAN FRANCISCO   | CA |
|  | BAKERSFIELD     | CA |
|  | SAN FRANCISCO   | CA |
|  | MODESTO         | CA |
|  | GARDENA         | CA |
|  | LOS ANGELES     | CA |
|  | WEST HILLS      | CA |
|  | LONG BEACH      | CA |
|  | CASTRO VALLEY   | CA |
|  | CLOVIS          | CA |
|  | CONCORD         | CA |
|  | AUBURN          | CA |
|  | LOS ANGELES     | CA |
|  | ENCINITAS       | CA |
|  | SAN LUIS OBISPO | CA |
|  | SAN RAFAEL      | CA |
|  | HAYWARD         | CA |
|  | SAN DIEGO       | CA |
|  | CARMICHAEL      | CA |
|  | VICTORVILLE     | CA |



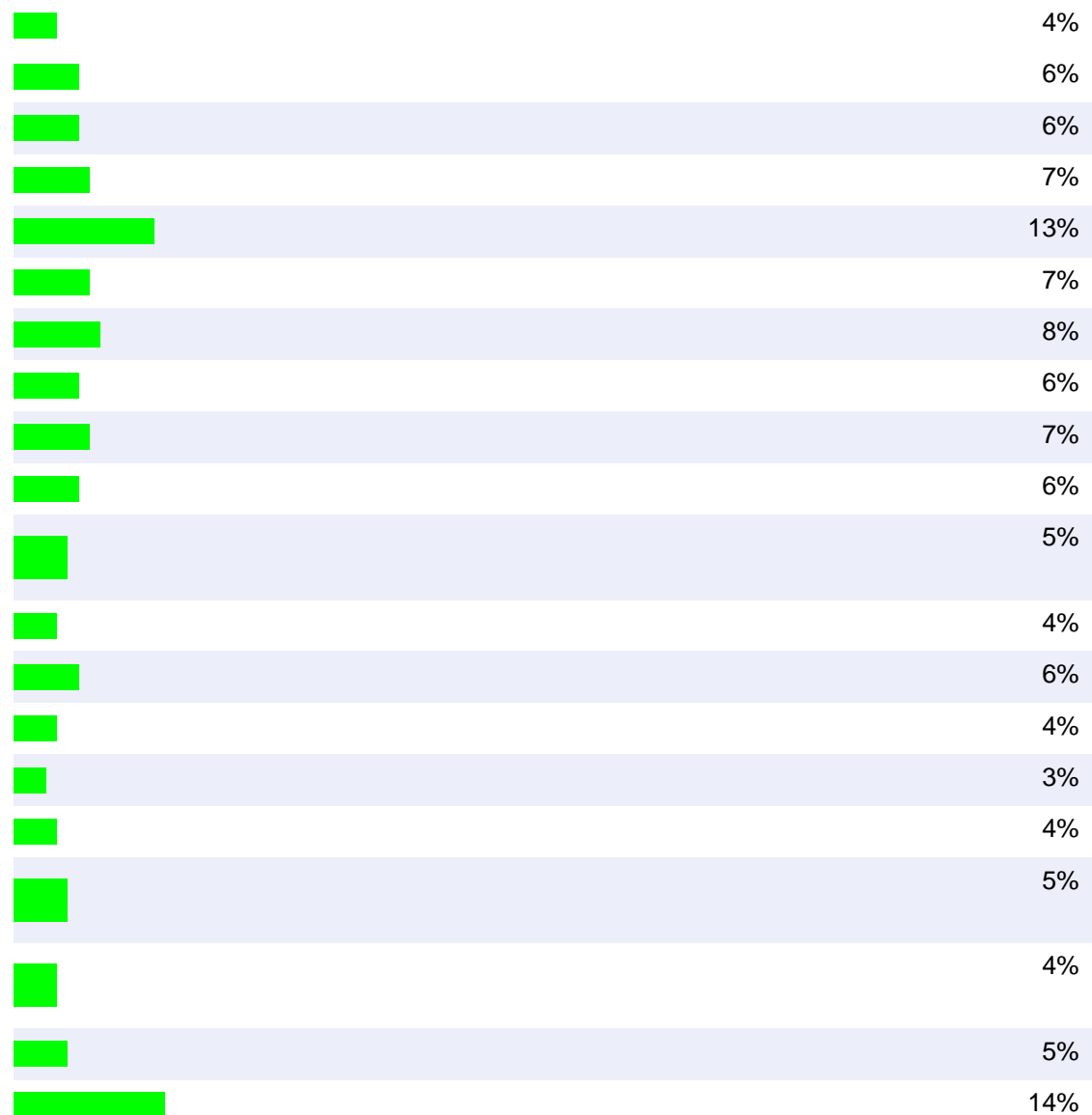
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|       |                 |            |
|-------|-----------------|------------|
| 94143 | SAN FRANCISCO   | 4153532733 |
| 93301 | KERN            | 6613953000 |
| 94117 | SAN FRANCISCO   | 4156681000 |
| 95350 | STANISLAUS      | 2095781211 |
| 90247 | LOS ANGELES     | 3105324200 |
| 90017 | LOS ANGELES     | 2139772121 |
| 91307 | LOS ANGELES     | 8186764100 |
| 90806 | LOS ANGELES     | 5629332000 |
| 94546 | ALAMEDA         | 5105371234 |
| 93611 | FRESNO          | 5593244000 |
| 94520 | CONTRA COSTA    | 9256742002 |
| 95603 | PLACER          | 5308884500 |
| 90057 | LOS ANGELES     | 2134847111 |
| 92024 | SAN DIEGO       | 7607536501 |
| 93405 | SAN LUIS OBISPO | 8505467600 |
| 94903 | MARIN           | 4154442000 |
| 94545 | ALAMEDA         | 5107844000 |
| 92120 | SAN DIEGO       | 6195285000 |
| 95608 | SACRAMENTO      | 9165375000 |
| 92392 | SAN BERNARDINO  | 7602458691 |

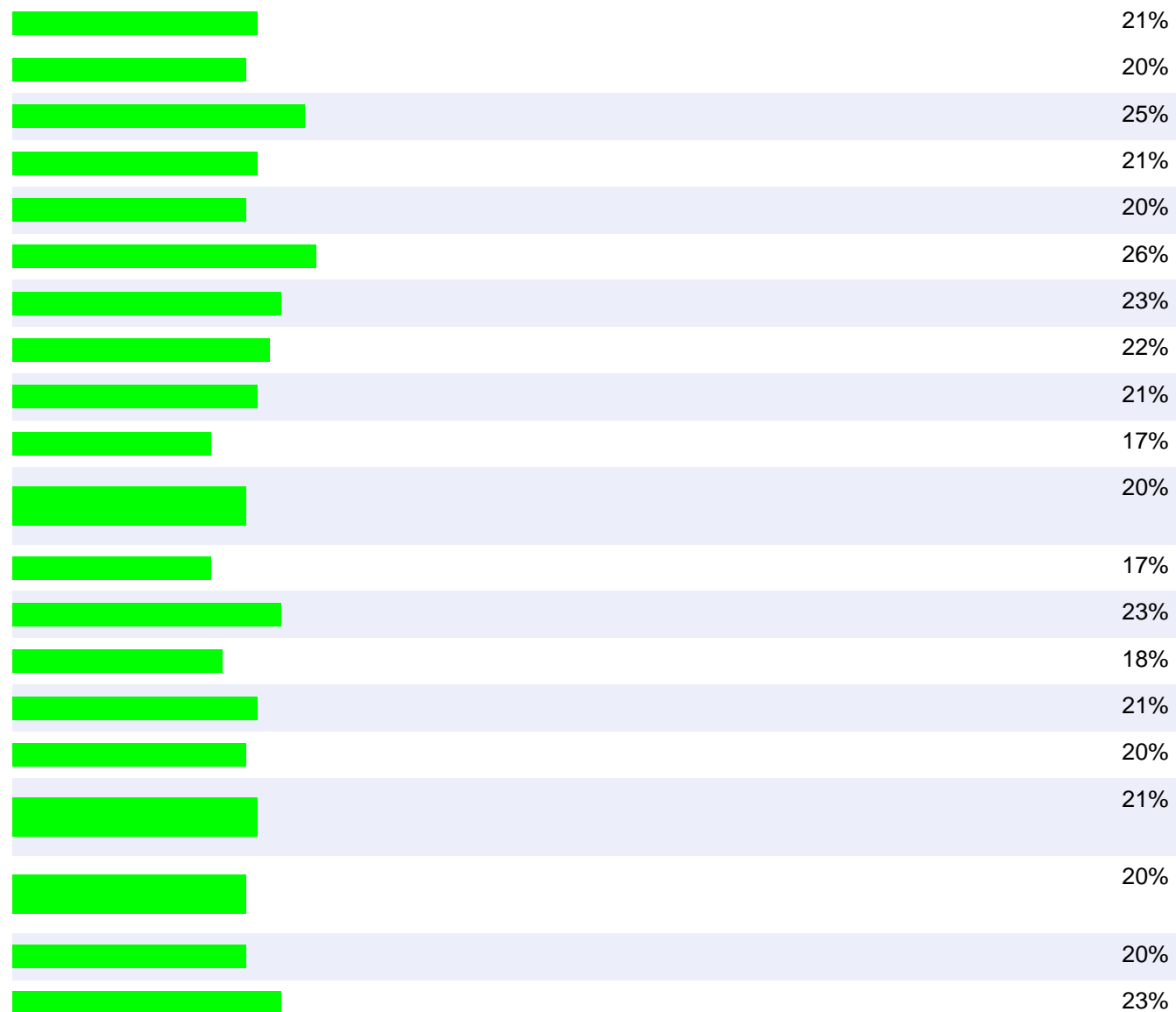
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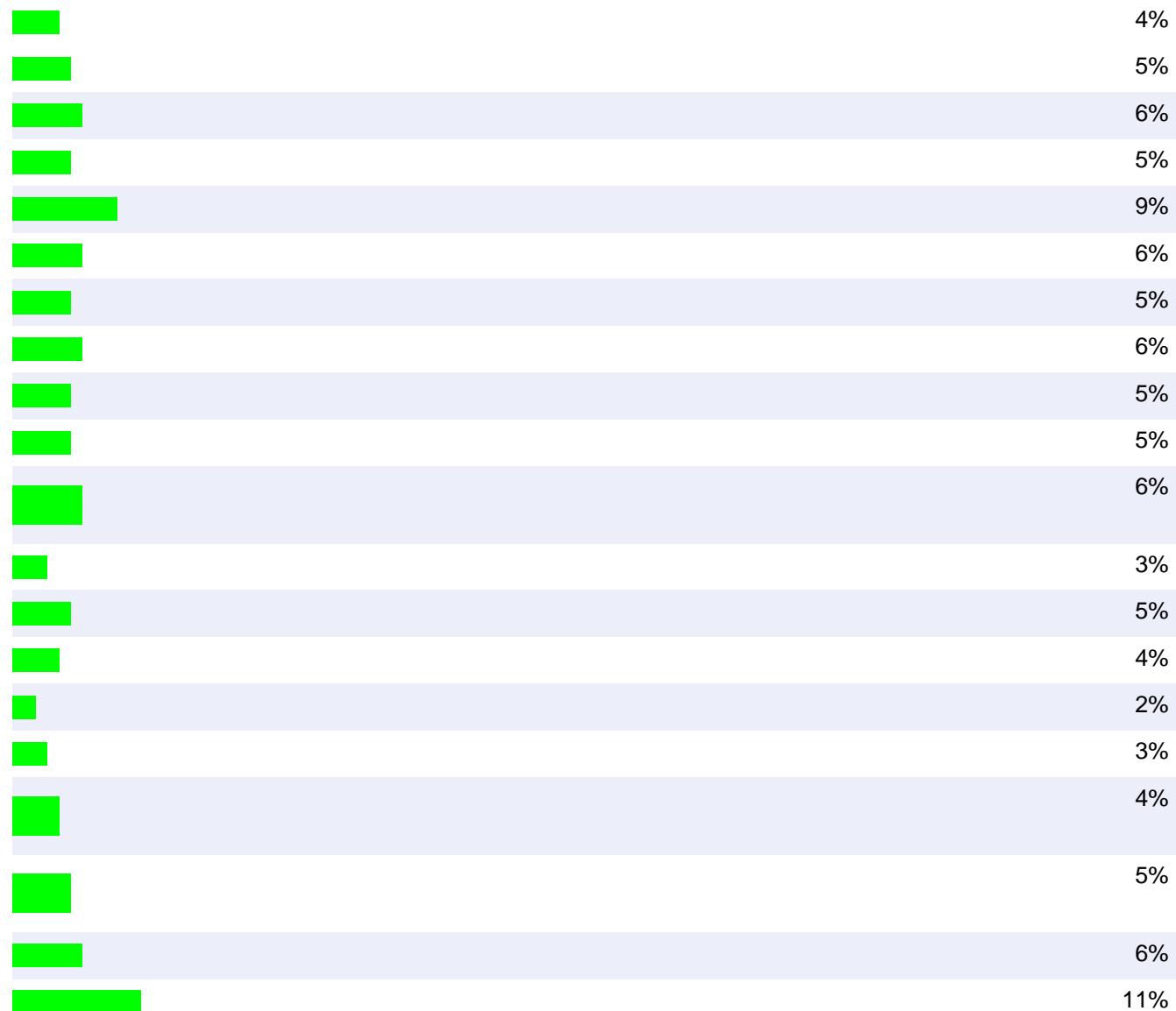
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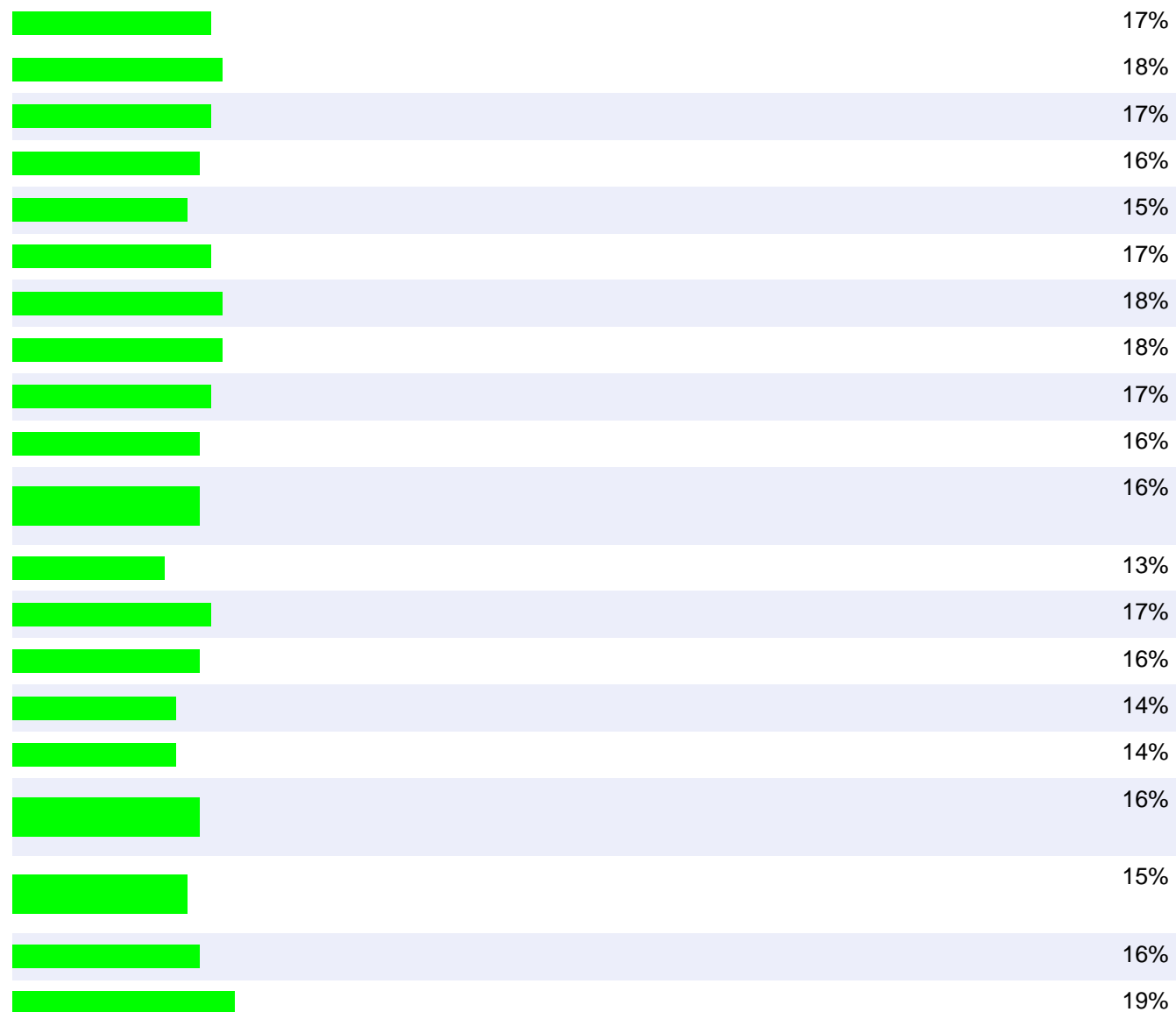
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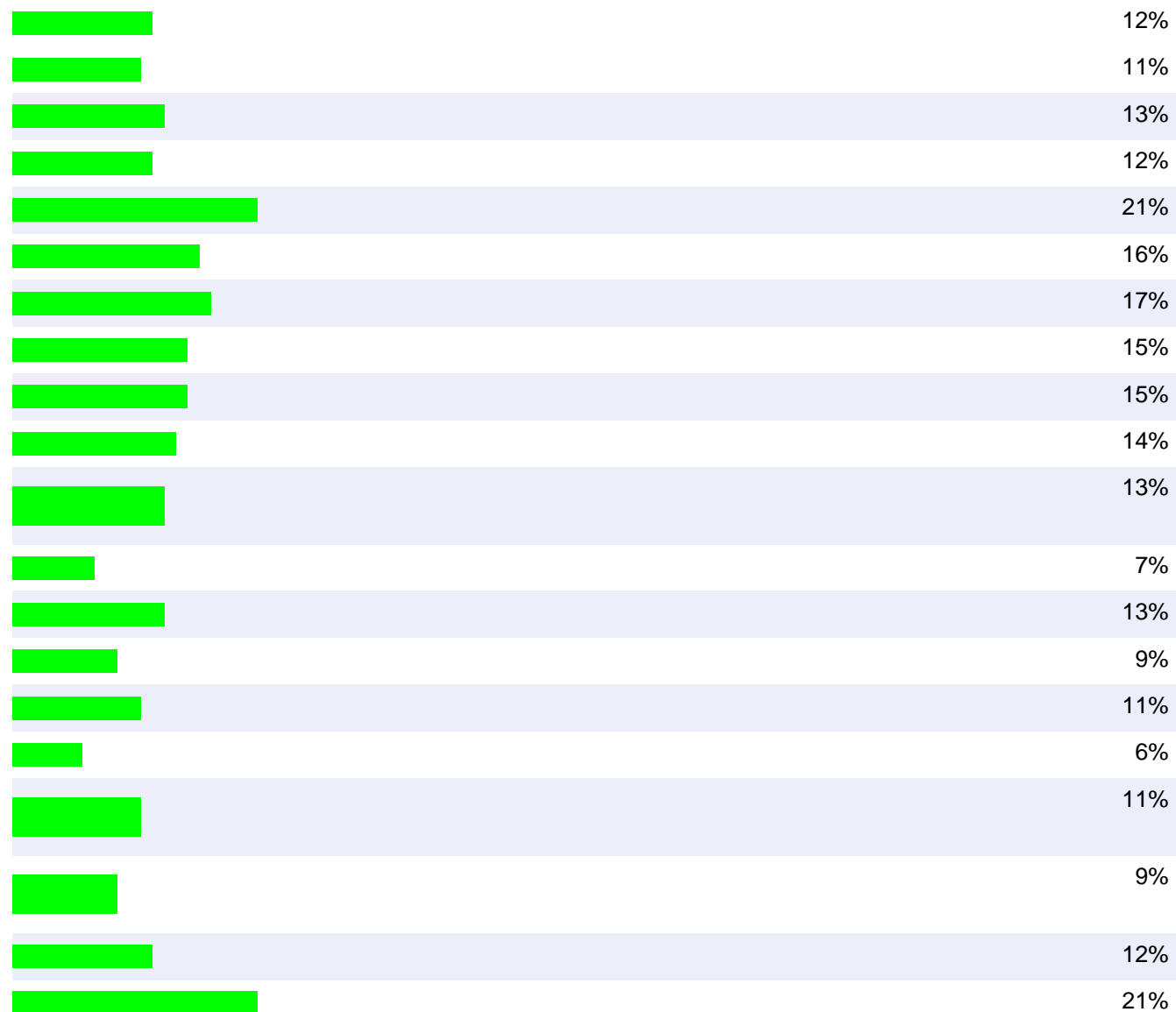
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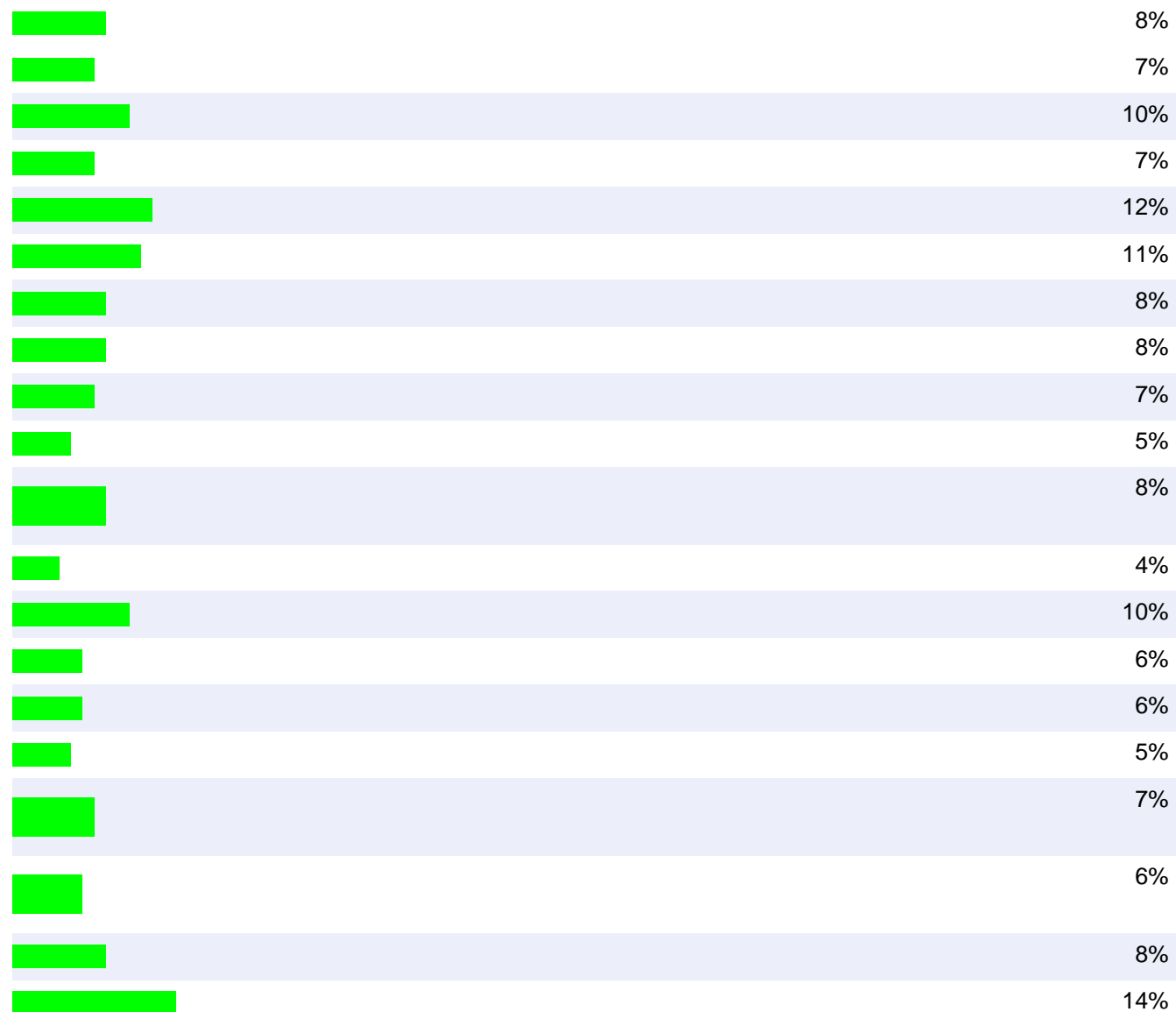
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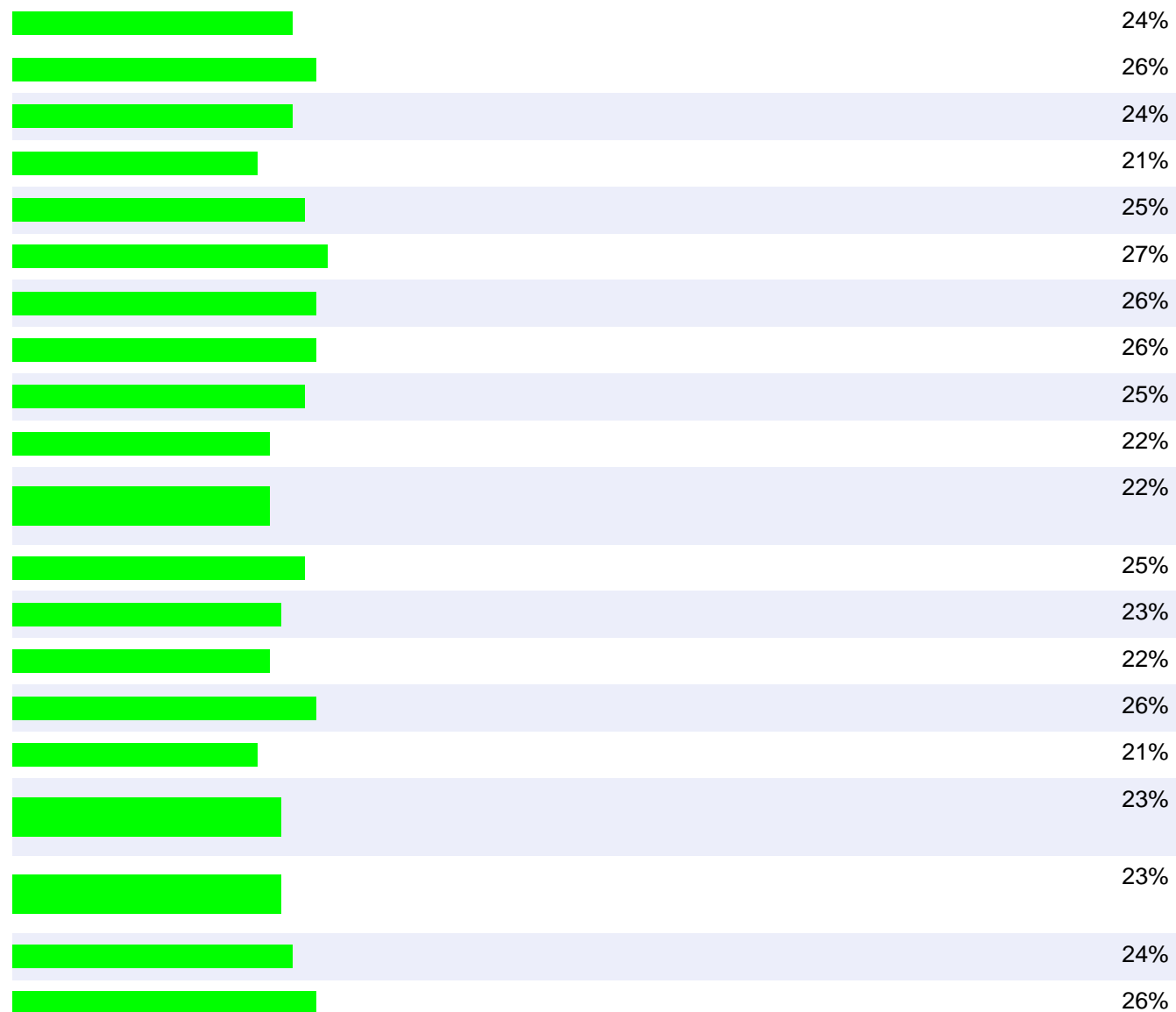
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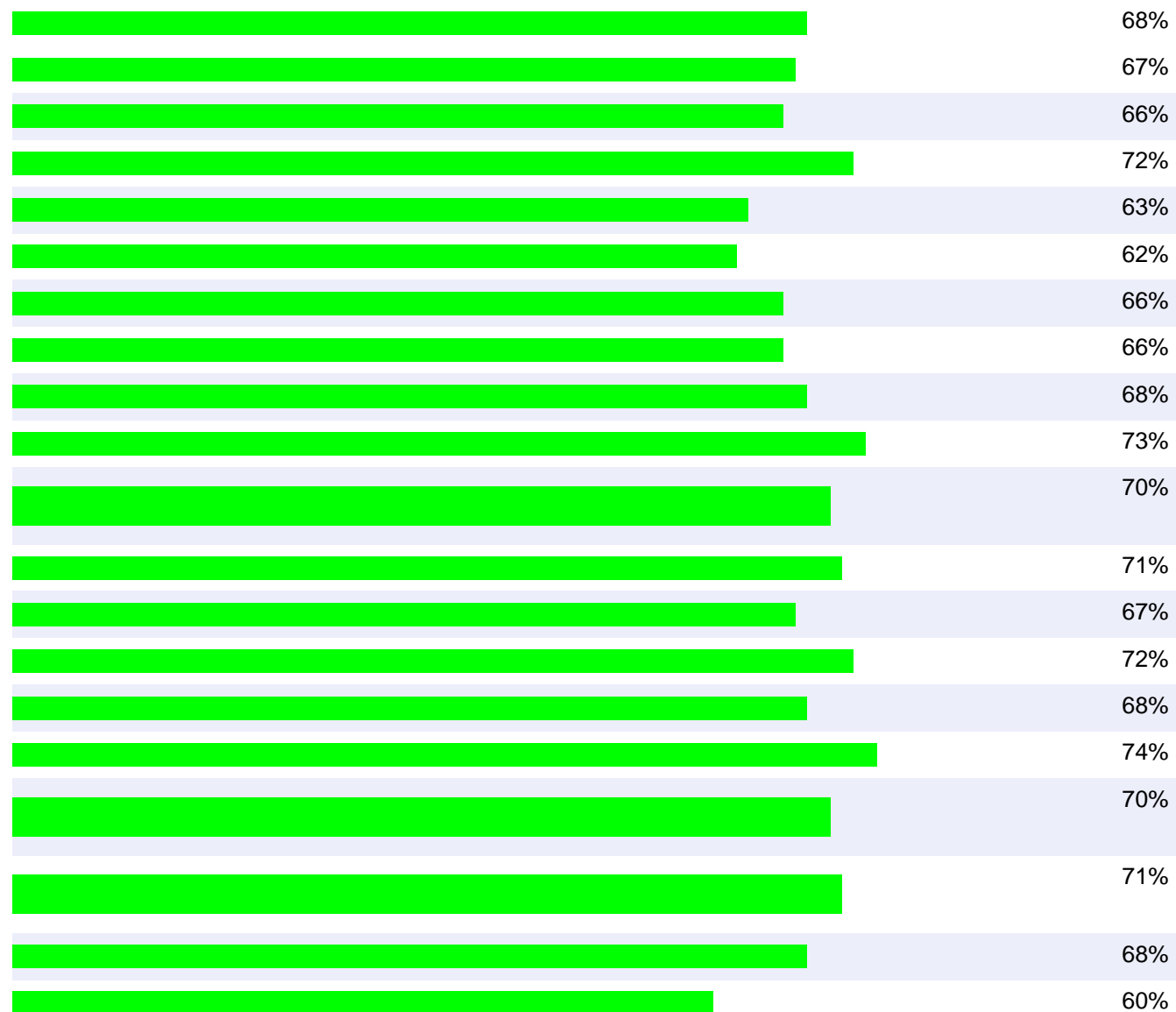
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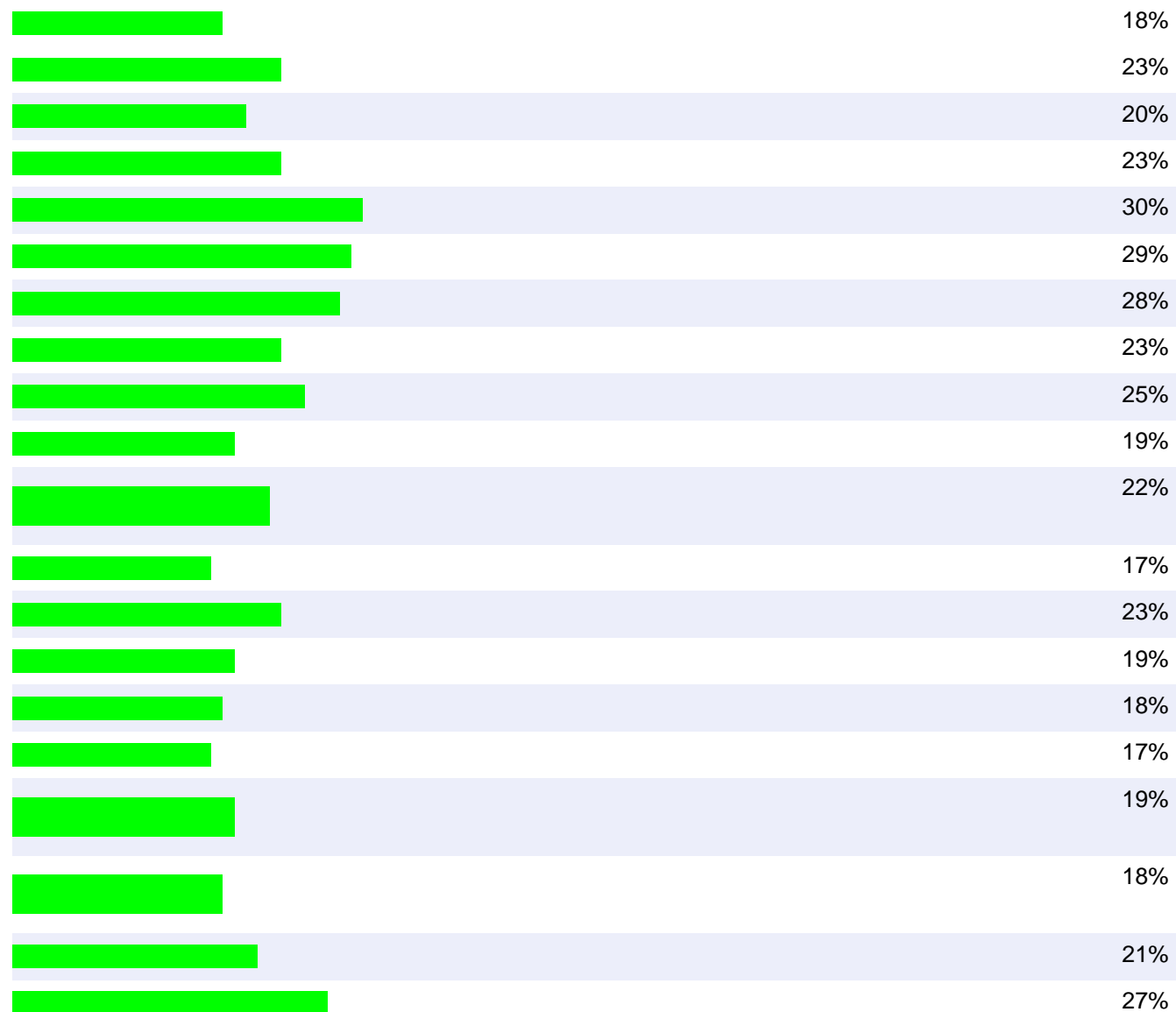
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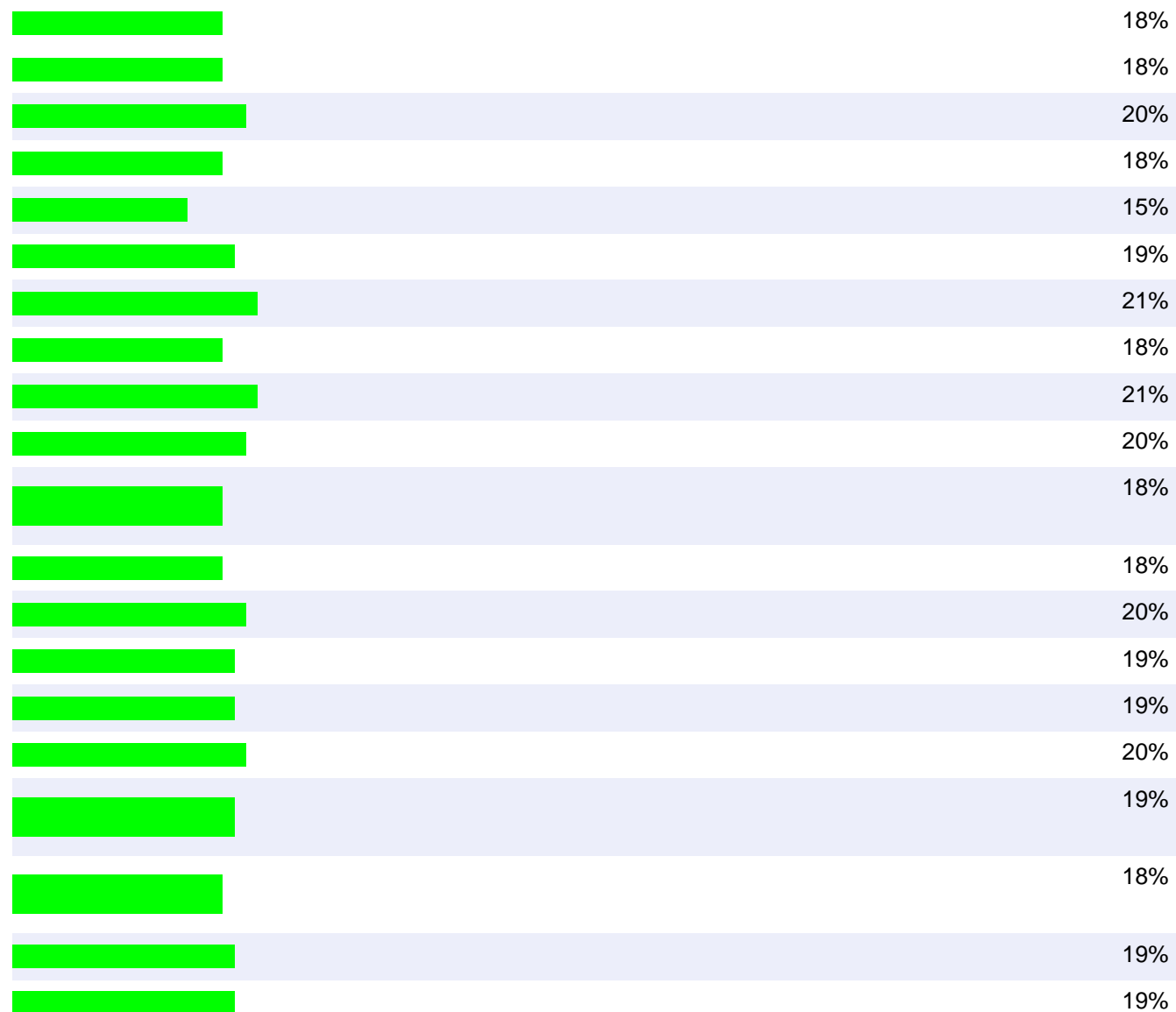
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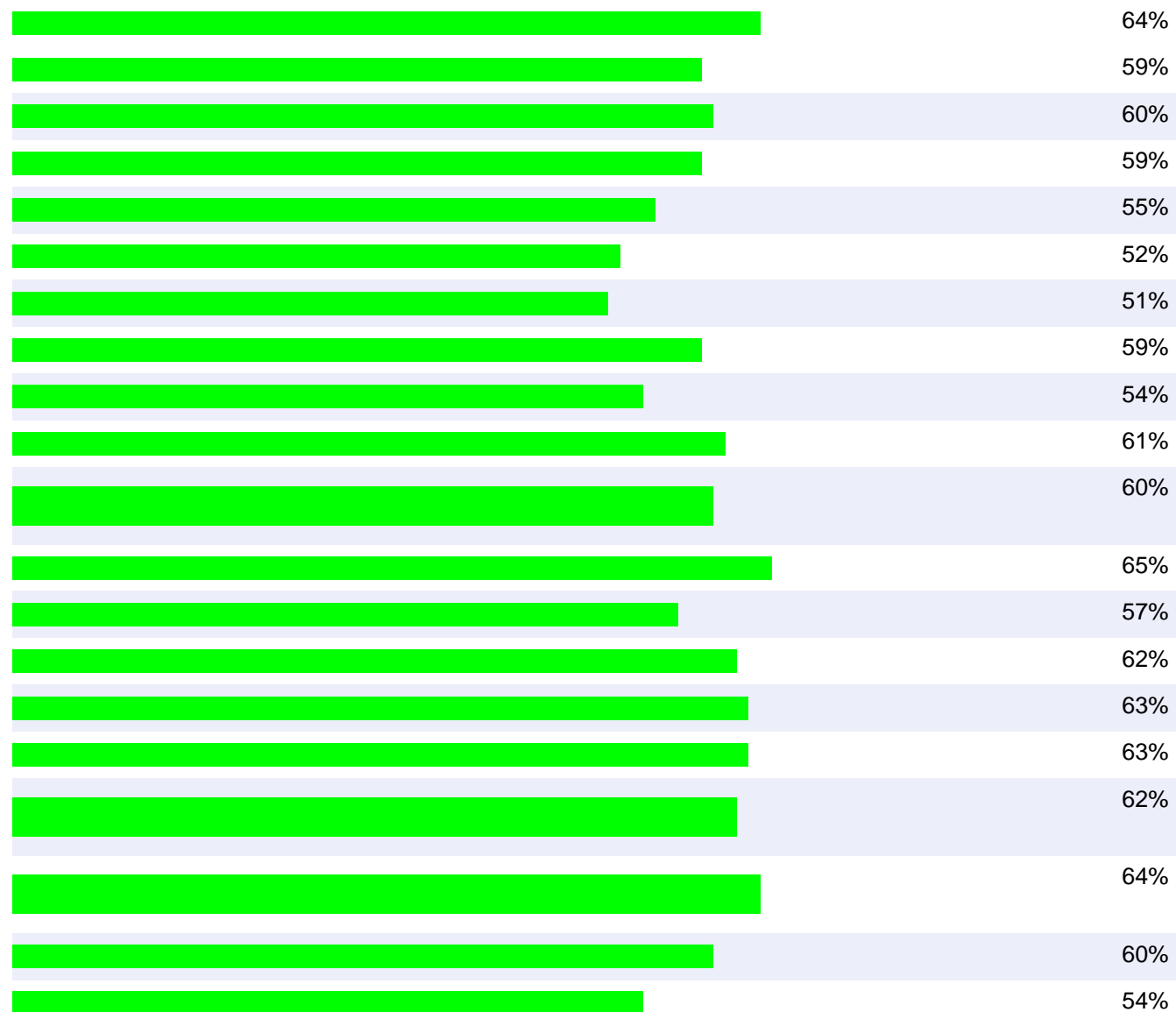
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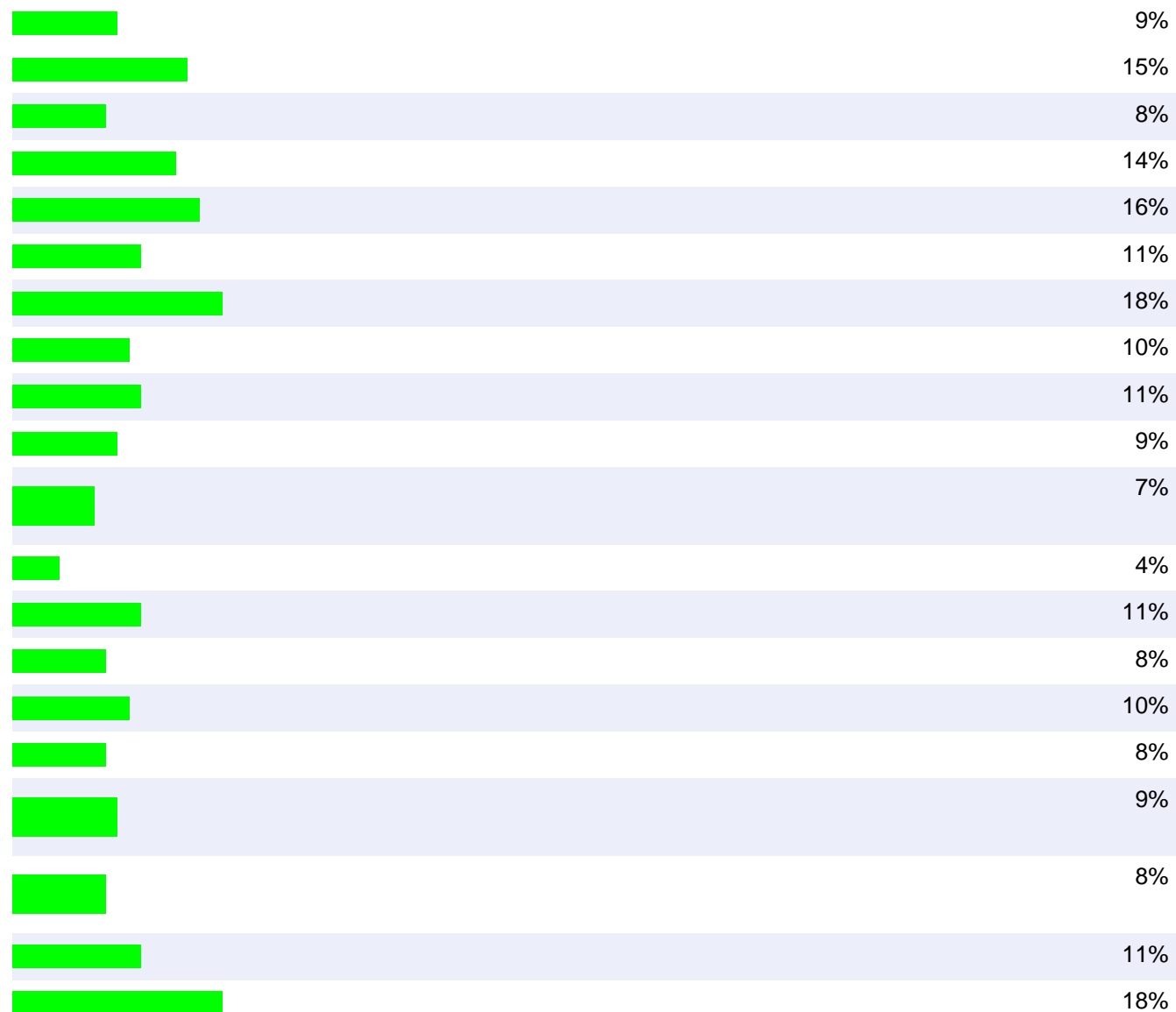
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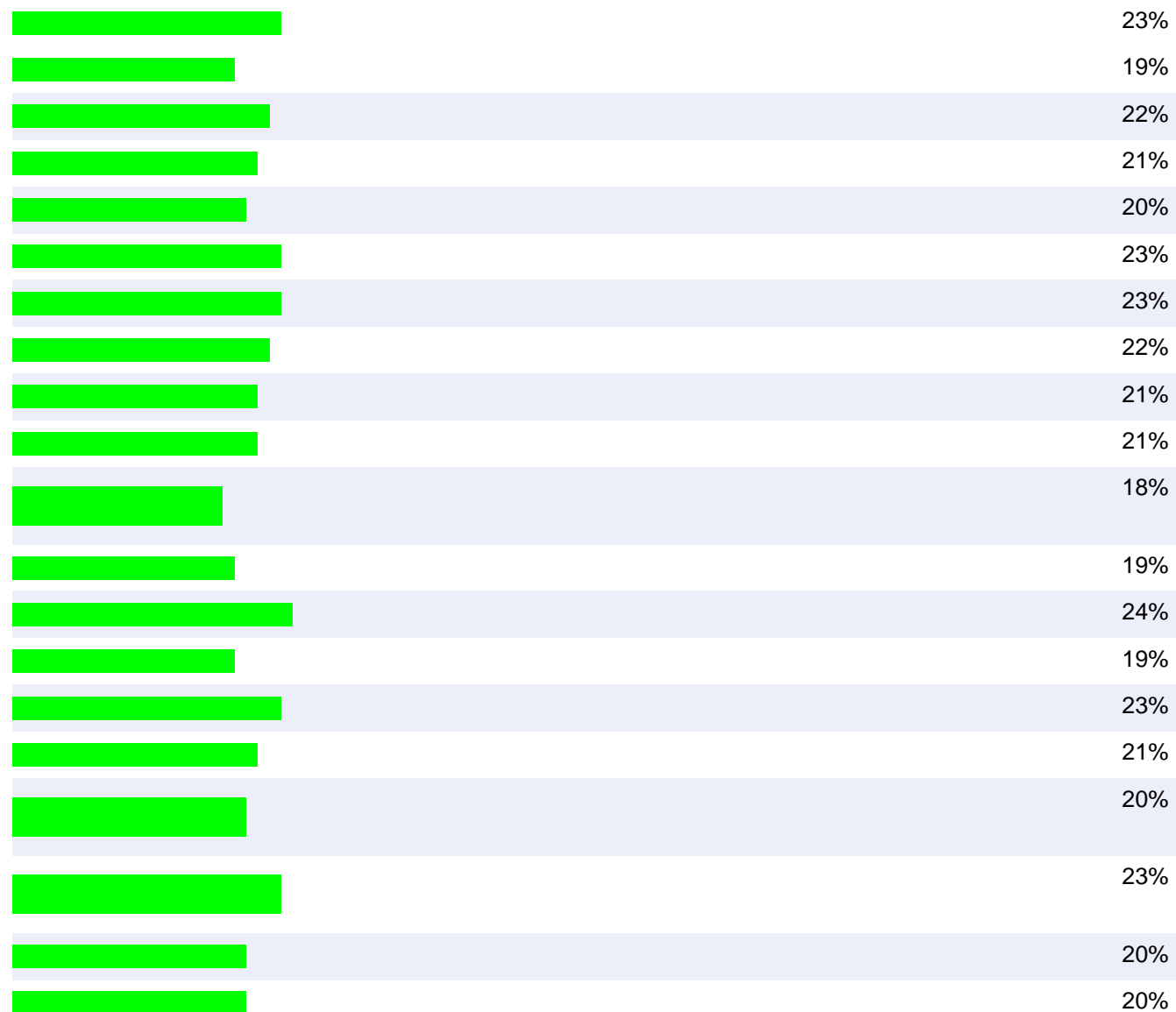
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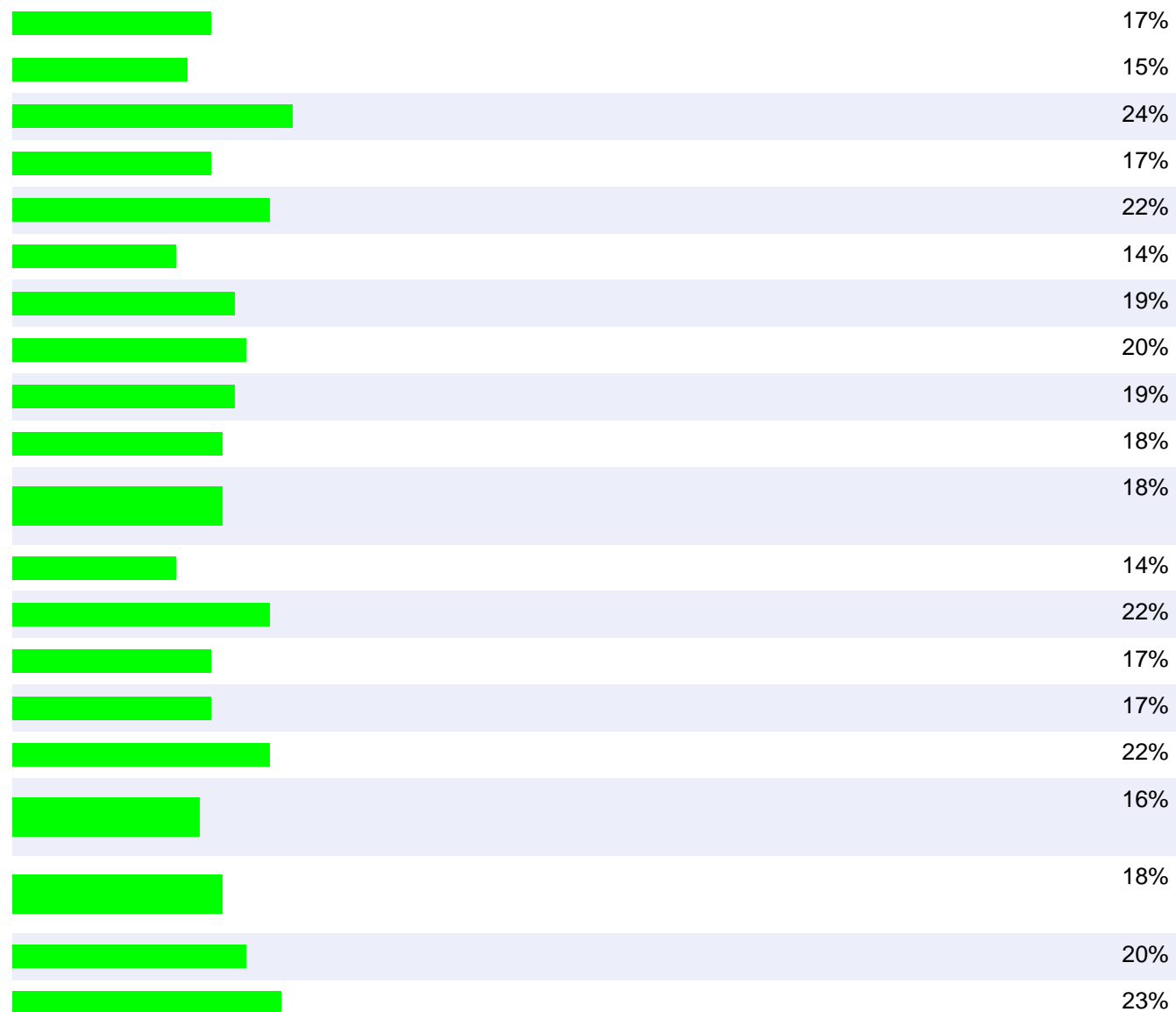
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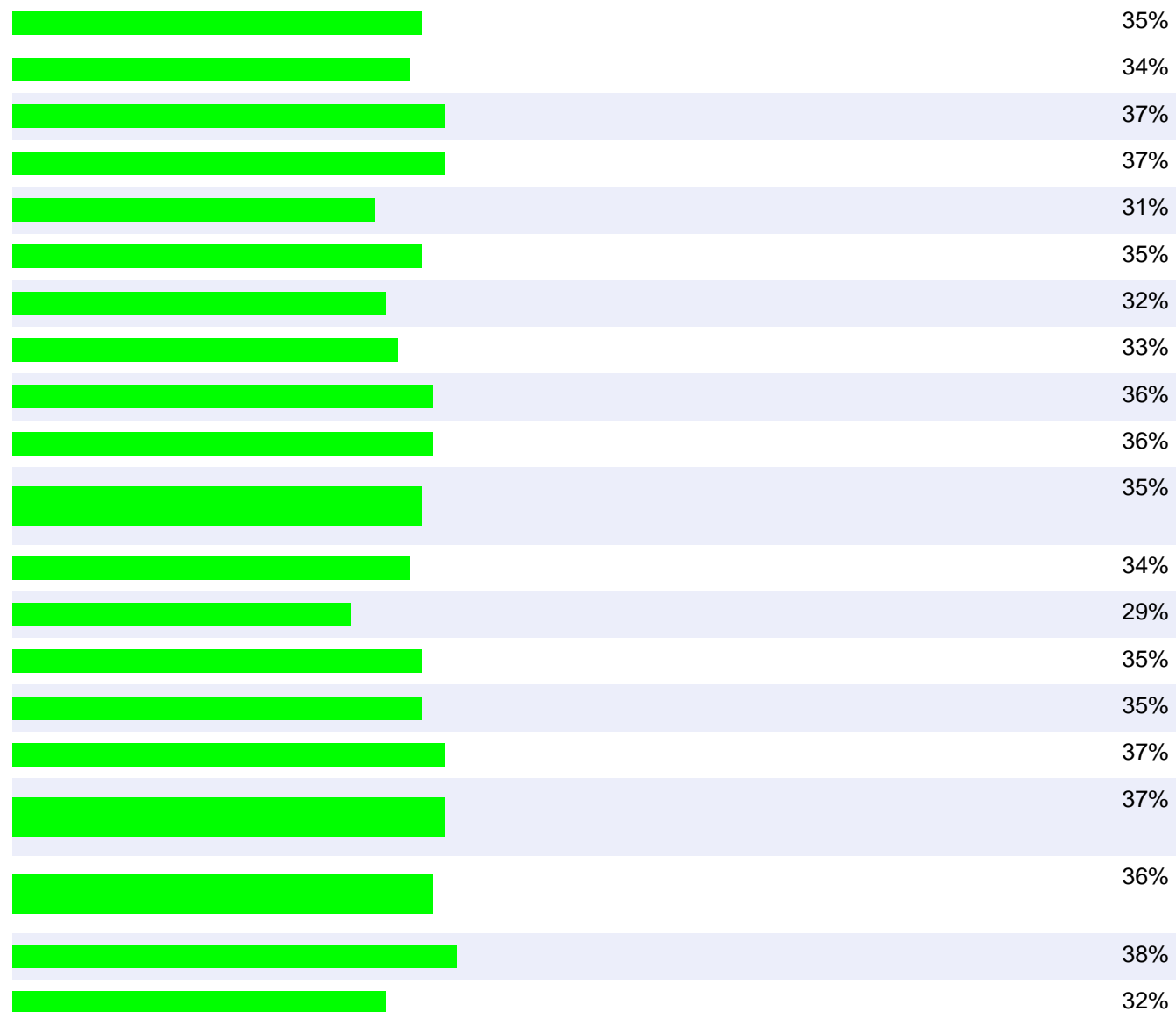
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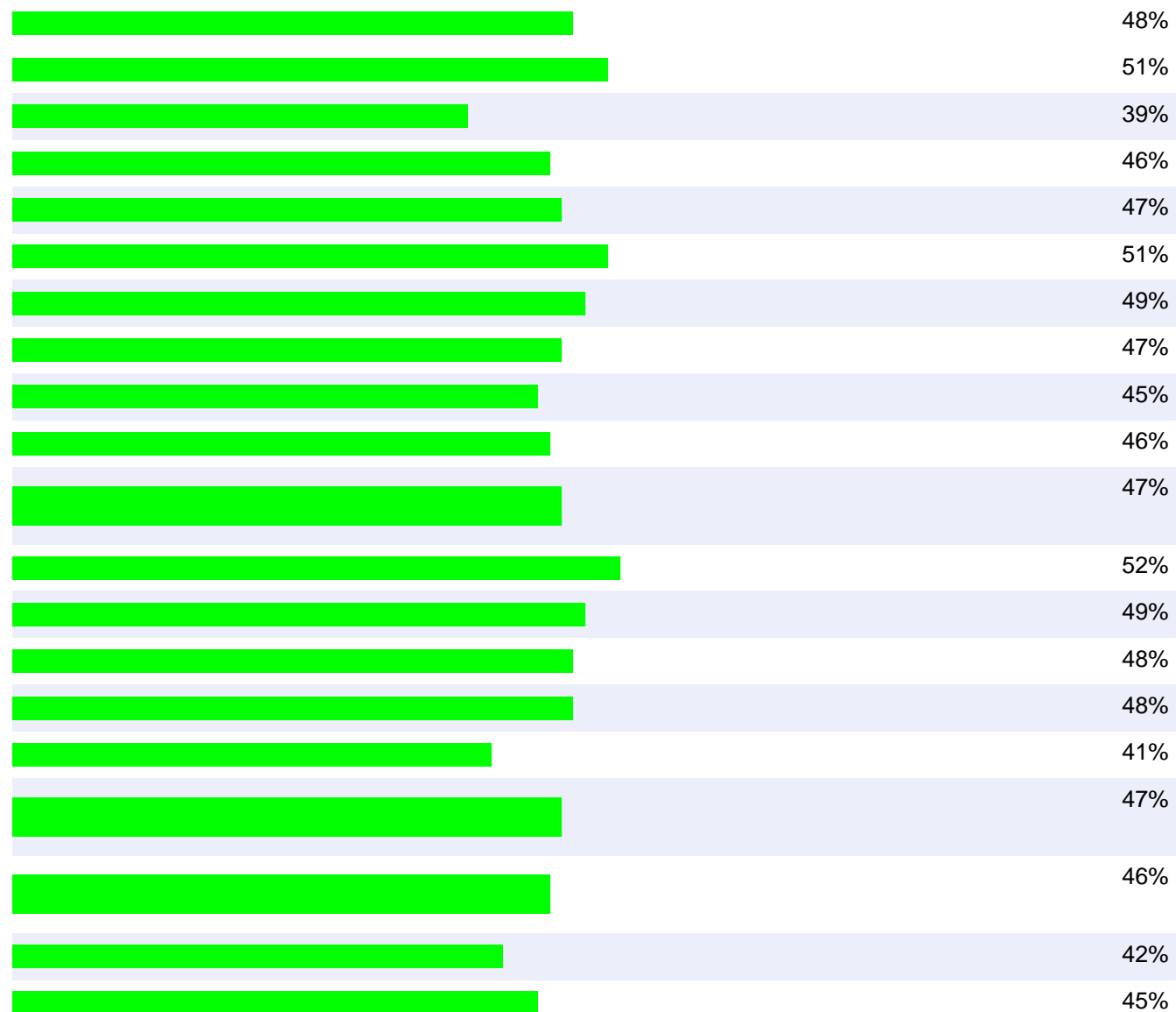
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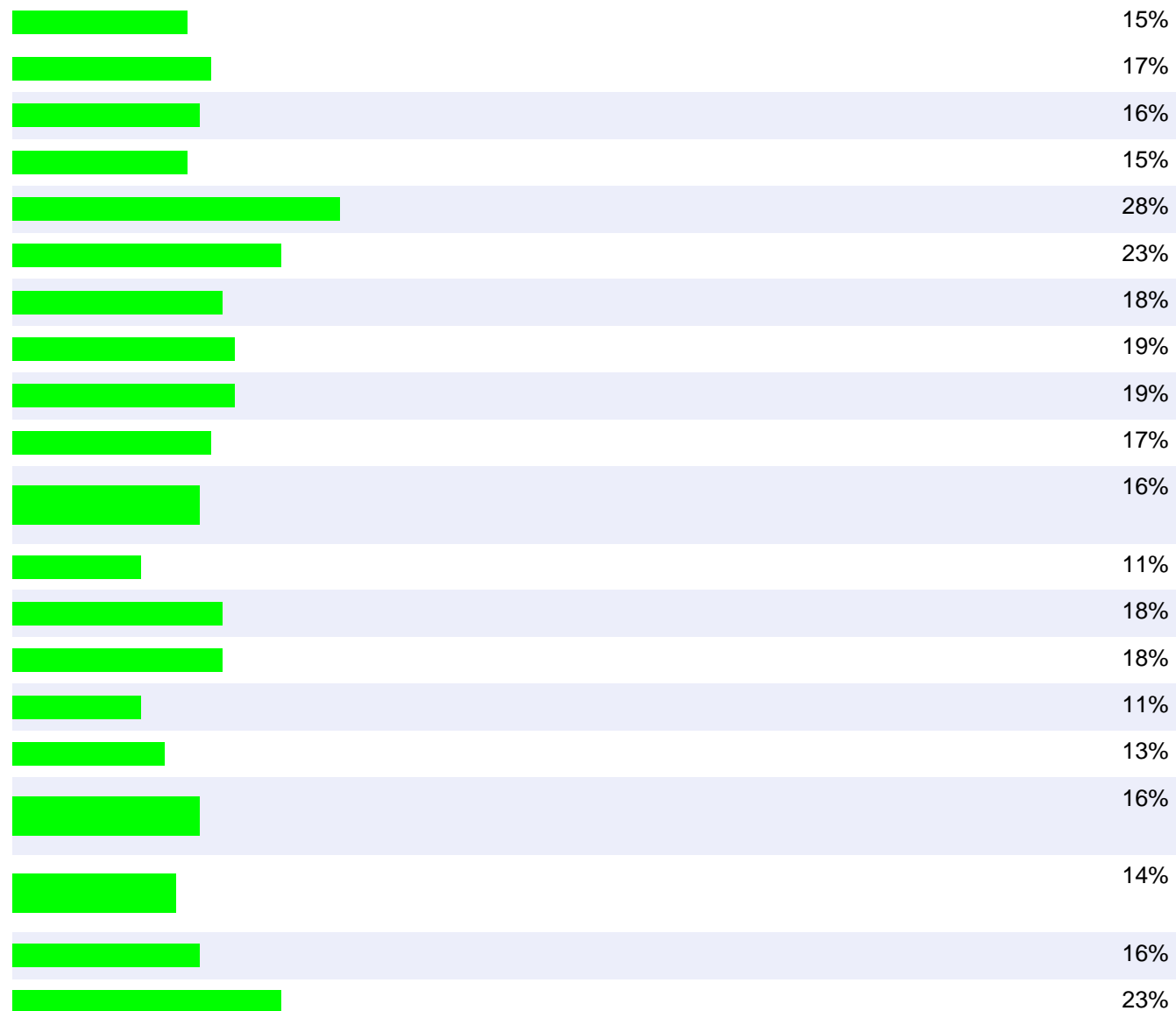
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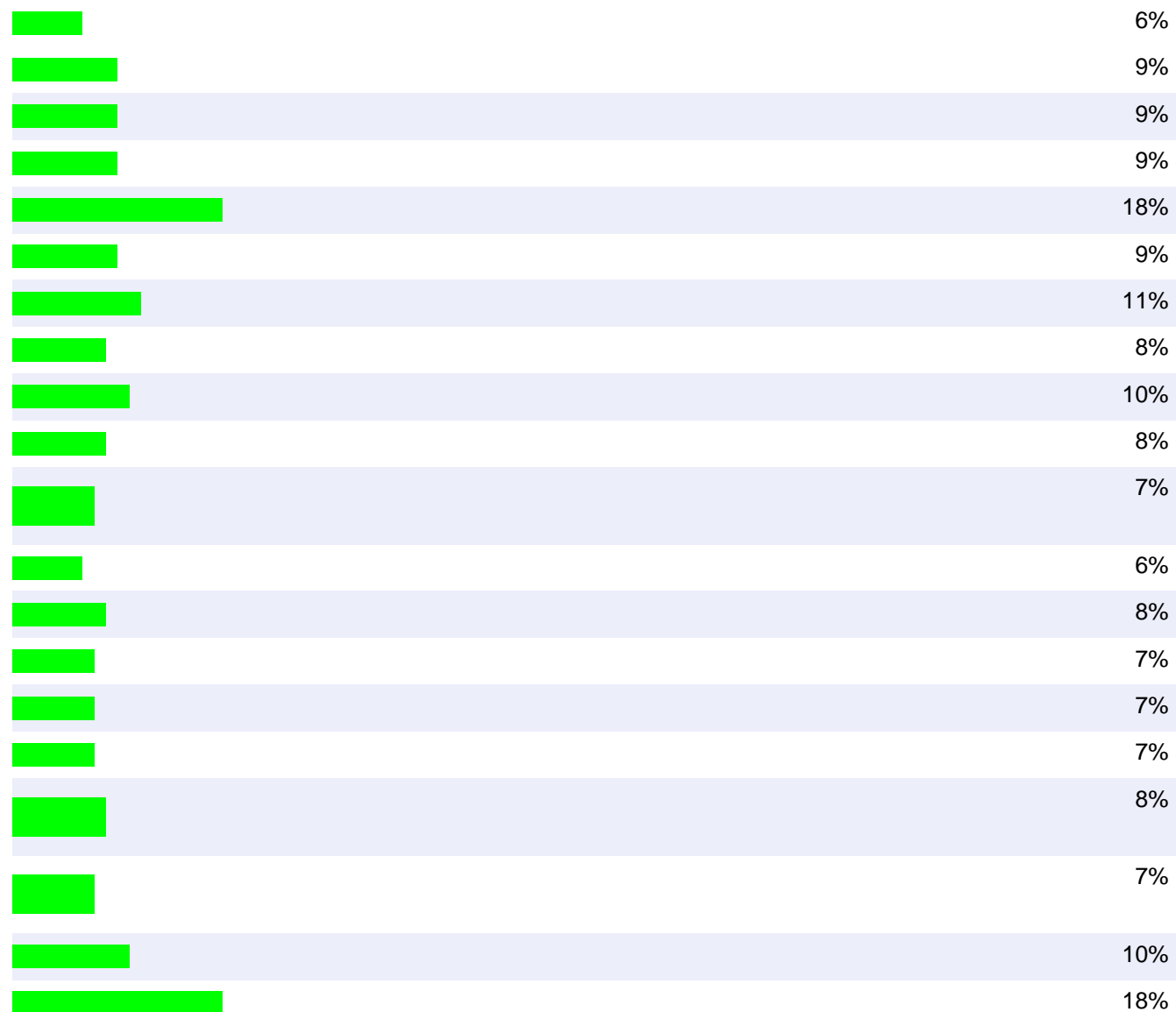
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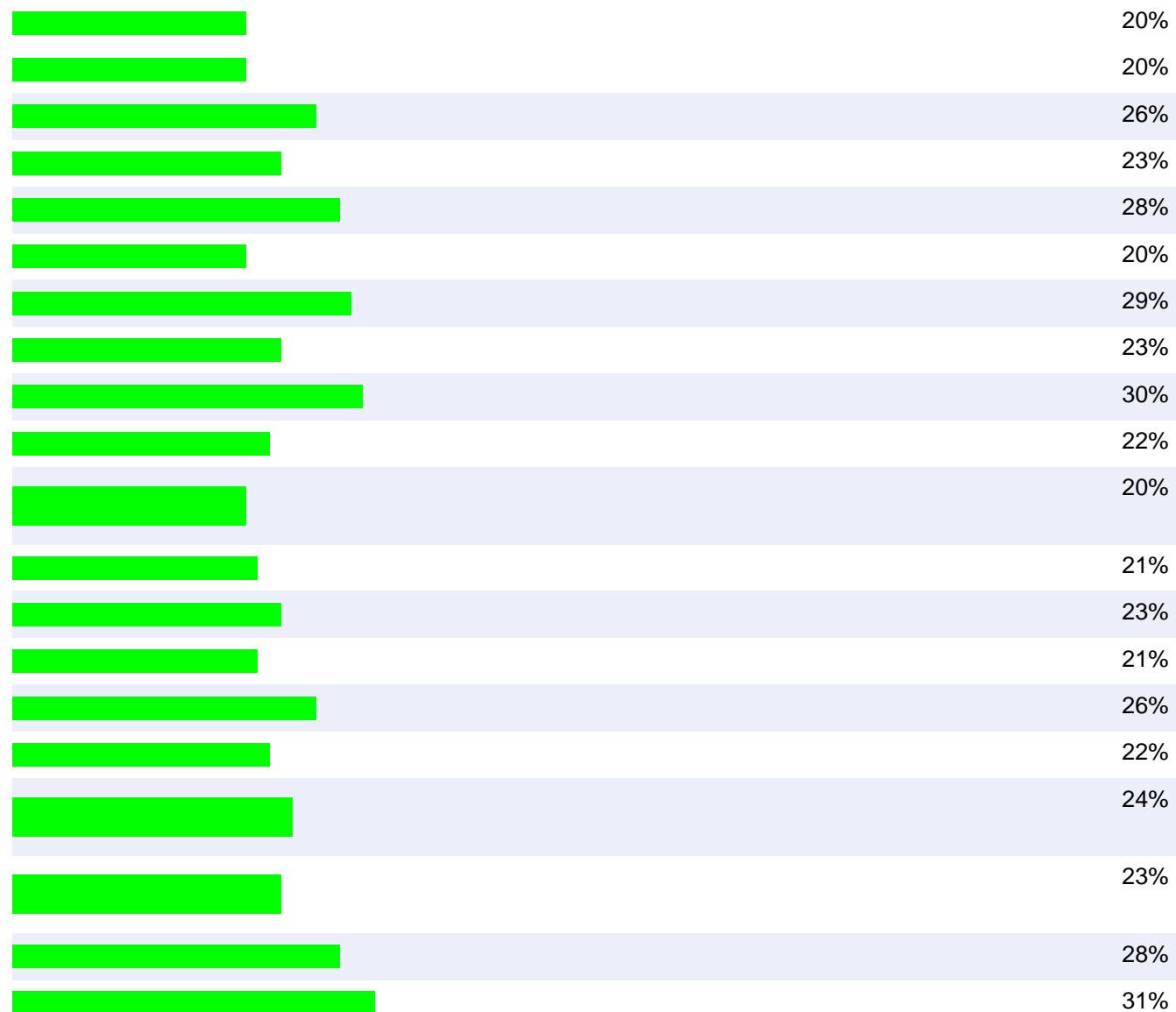
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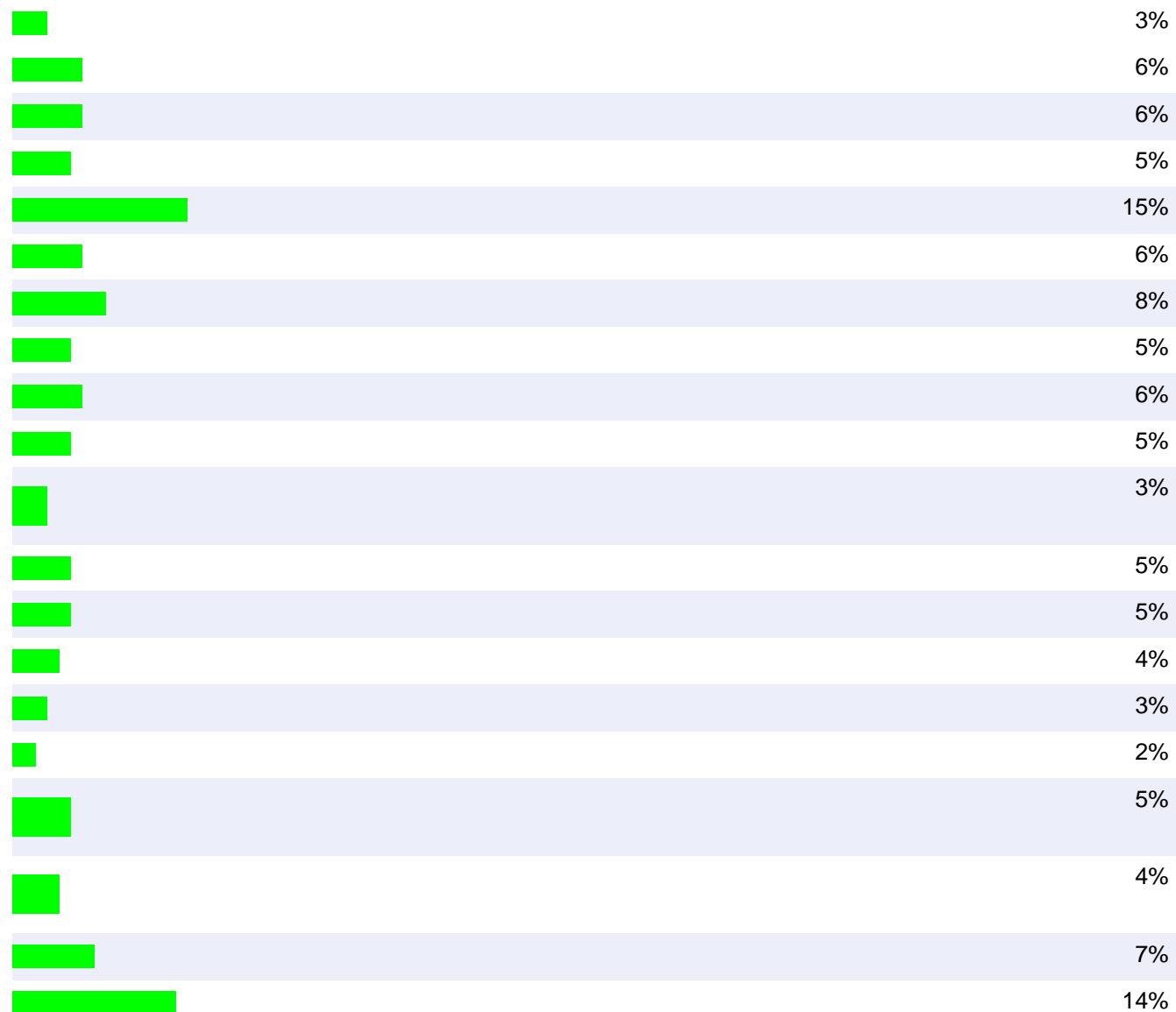
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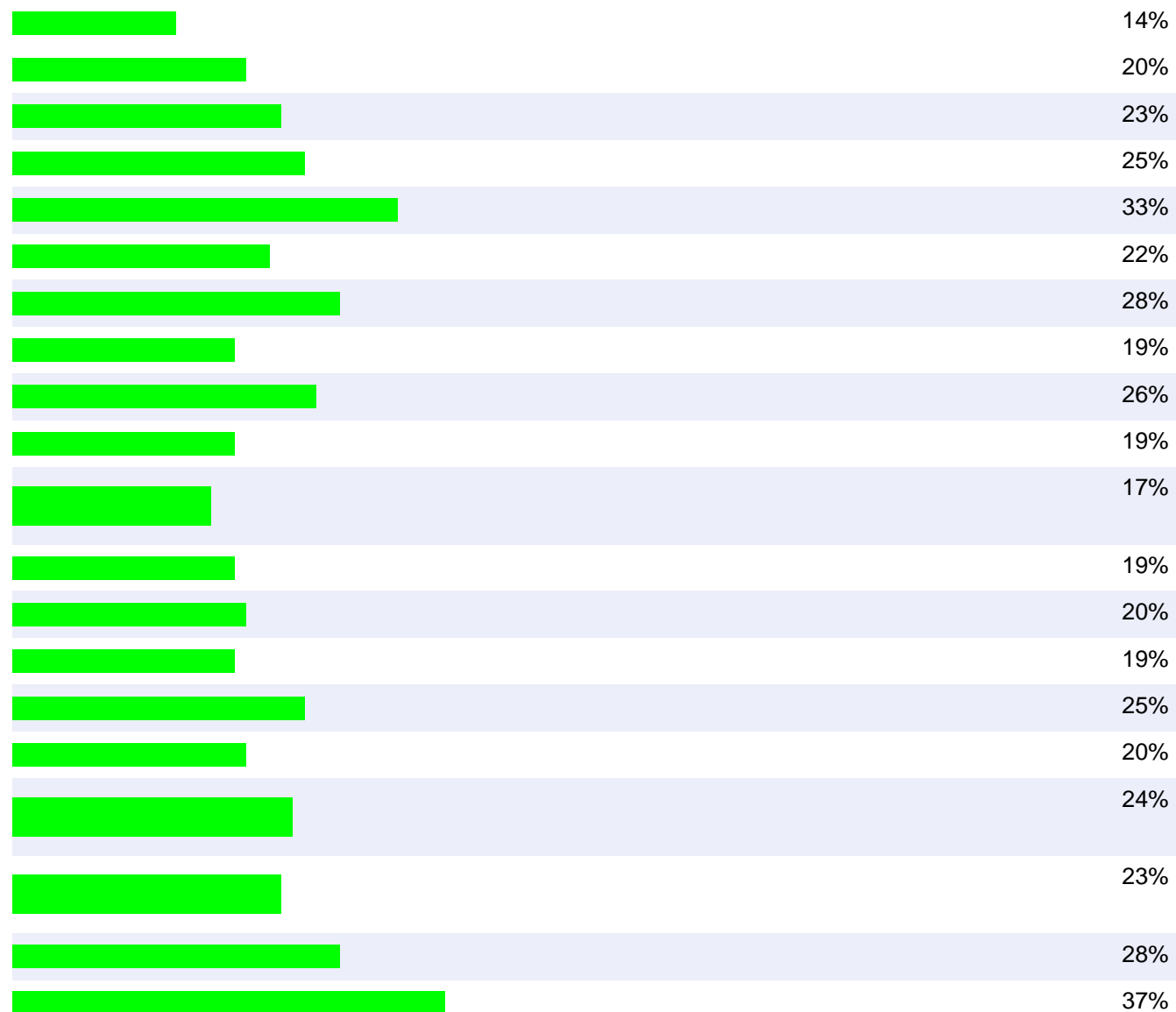
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

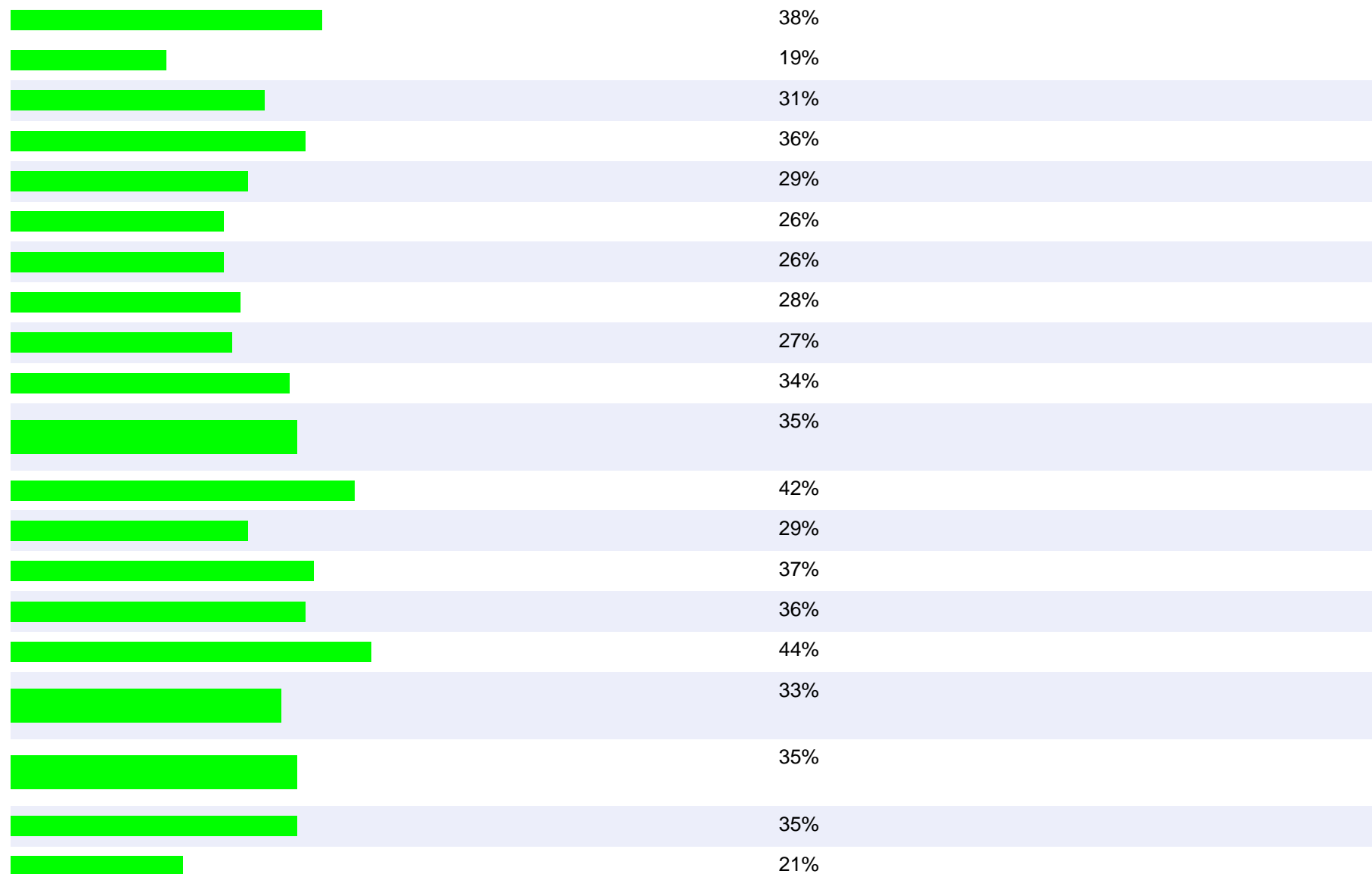
300 or more

300 or more

300 or more

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|        |  |                         |
|--------|--|-------------------------|
| 050523 | SUTTER DELTA MEDICAL CENTER                  | 3901 LONE TREE WAY      |
| 050526 | HUNTINGTON BEACH HOSPITAL                    | 17772 BEACH BLVD        |
| 050528 | MEMORIAL HOSPITAL LOS BANOS                  | 520 WEST I ST           |
| 050531 | BELLFLOWER MEDICAL CENTER                    | 9542 E ARTESIA BLVD     |
| 050534 | JOHN F KENNEDY MEMORIAL HOSPITAL,<br>INC     | 47-111 MONROE STREET    |
| 050537 | SUTTER DAVIS HOSPITAL                        | 2000 SUTTER PLACE       |
| 050541 | KAISER FOUNDATION HOSPITAL -<br>REDWOOD CITY | 1150 VETERANS BOULEVARD |
| 050543 | COLLEGE HOSPITAL COSTA MESA                  | 301 VICTORIA STREET     |
| 050547 | SONOMA DEVELOPMENTAL CENTER                  | P O BOX 1493            |
| 050549 | LOS ROBLES HOSPITAL & MEDICAL<br>CENTER      | 215 W JANSS RD          |
| 050551 | LOS ALAMITOS MEDICAL CENTER                  | 3751 KATELLA AVENUE     |
| 050552 | MOTION PICTURE & TELEVISION HOSPITAL         | 23388 MULHOLLAND DRIVE  |
| 050557 | MEMORIAL MEDICAL CENTER                      | 1700 COFFEE RD          |
| 050561 | KAISER FOUNDATION HOSPITAL - WEST LA         | 6041 CADILLAC AVE       |
| 050567 | MISSION HOSPITAL REGIONAL MED                | 27700 MEDICAL CENTER RD |

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|  |                  |    |
|--|------------------|----|
|  | ANTIOCH          | CA |
|  | HUNTINGTON BEACH | CA |
|  | LOS BANOS        | CA |
|  | BELLFLOWER       | CA |
|  | INDIO            | CA |
|  | DAVIS            | CA |
|  | REDWOOD CITY     | CA |
|  | COSTA MESA       | CA |
|  | ELDRIDGE         | CA |
|  | THOUSAND OAKS    | CA |
|  | LOS ALAMITOS     | CA |
|  | WOODLAND HILLS   | CA |
|  | MODESTO          | CA |
|  | LOS ANGELES      | CA |
|  | MISSION VIEJO    | CA |

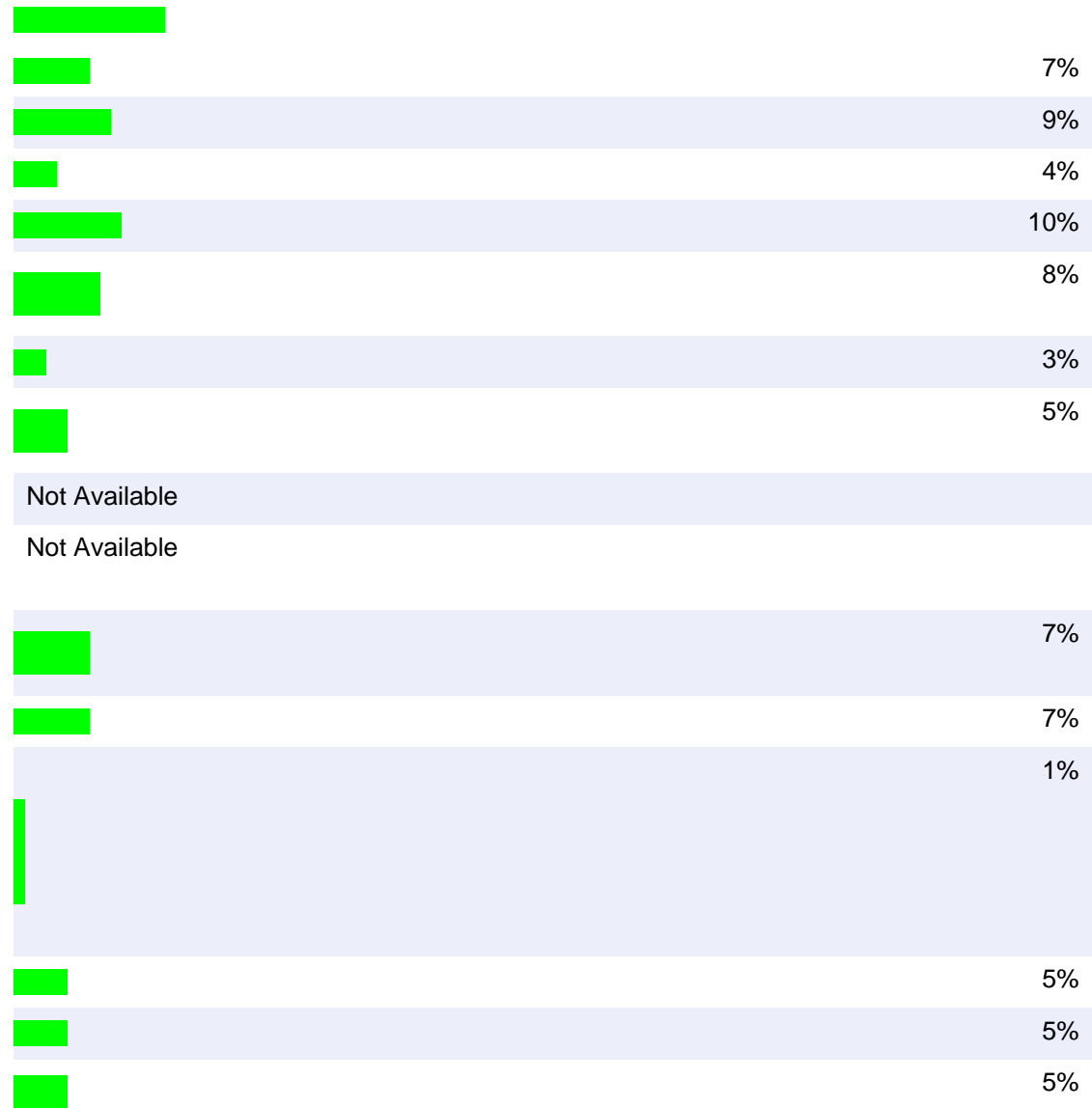
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|       |              |            |
|-------|--------------|------------|
| 94509 | CONTRA COSTA | 9257797200 |
| 92647 | ORANGE       | 7148435000 |
| 93635 | MERCED       | 2098260591 |
| 90706 | LOS ANGELES  | 5629258355 |
| 92201 | RIVERSIDE    | 7603476191 |
| 95616 | YOLO         | 5307566440 |
| 94063 | SAN MATEO    | 6502992000 |
| 92627 | ORANGE       | 9496422734 |
| 95431 | SONOMA       | 7079386393 |
| 91360 | VENTURA      | 8054972727 |
| 90720 | ORANGE       | 5627993220 |
| 91364 | LOS ANGELES  | 8188761888 |
| 95355 | STANISLAUS   | 2095264500 |
| 90034 | LOS ANGELES  | 2138572201 |
| 92691 | ORANGE       | 9493641400 |

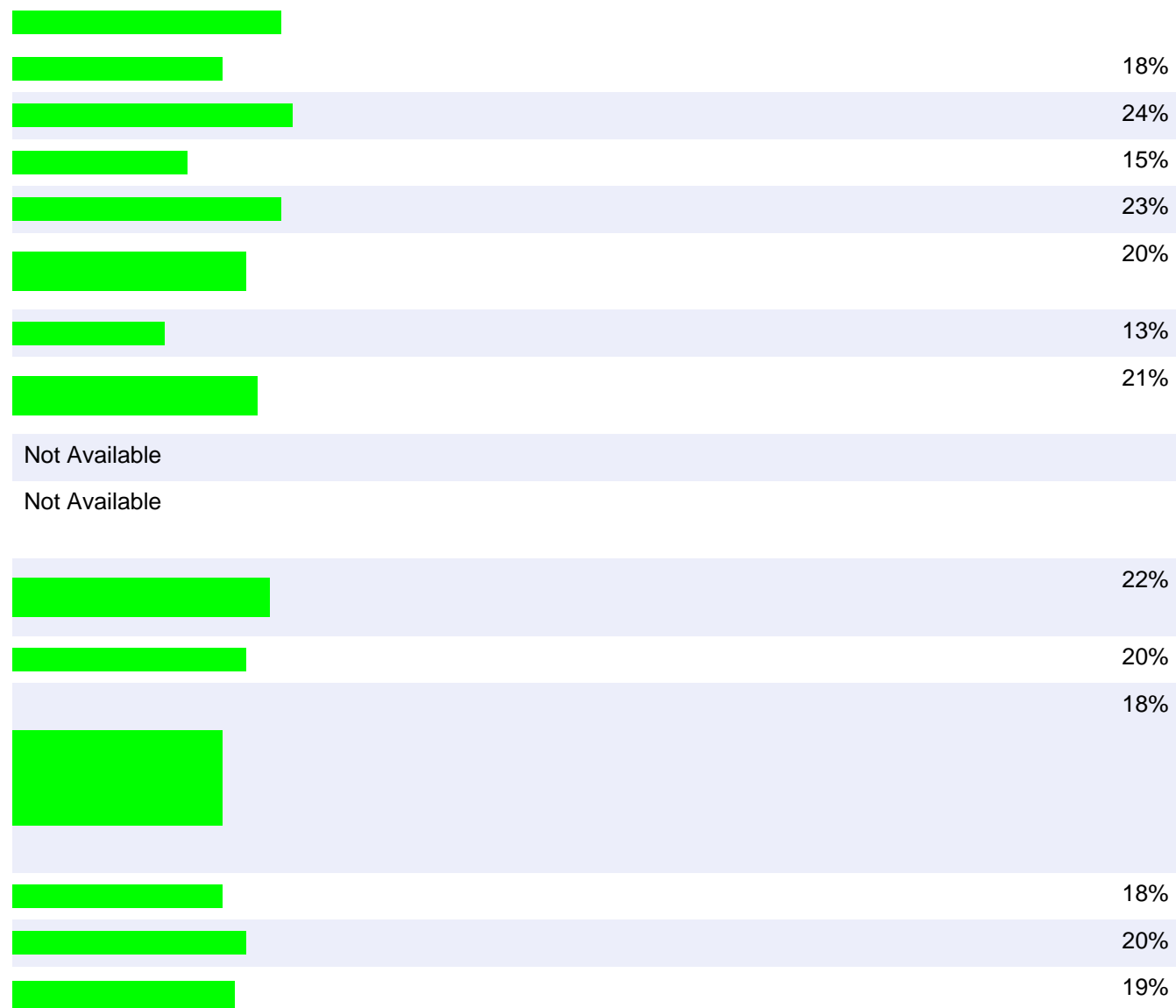
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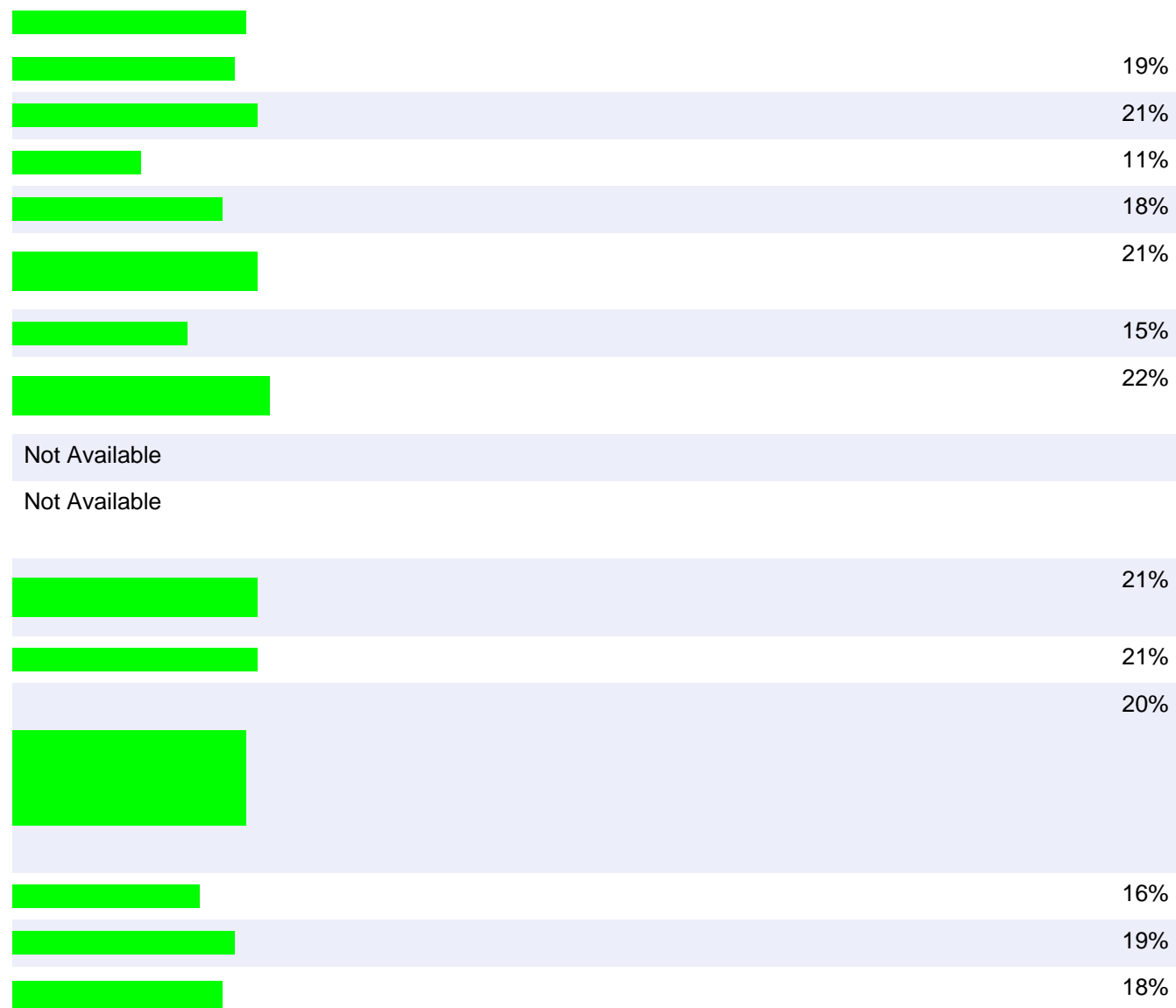


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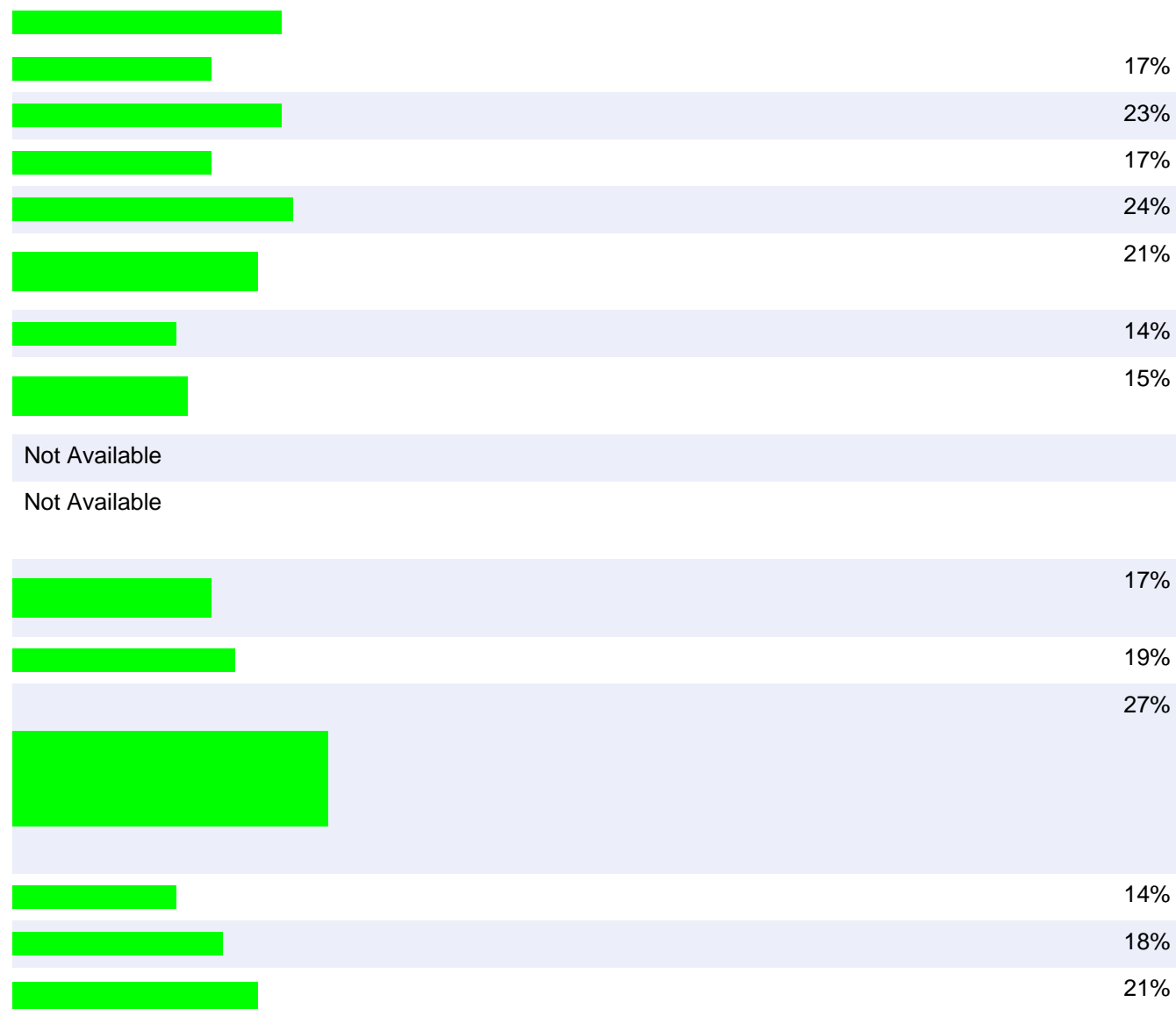
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

Between 100 and 299

Between 100 and 299

300 or more

300 or more

300 or more

300 or more

Not Available

Not Available

300 or more

300 or more

Fewer than 100

300 or more

300 or more

300 or more

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|               |   |   |
|---------------|---|---|
|               |   |   |
|               | 26%   |   |
|               | 13%   |   |
|               | 24%   |   |
|               | 29%   |   |
|               | 36%   |   |
|               | 38%   |   |
|               | 36%   |   |
| Not Available | Survey results are not available for this reporting period  |   |
| Not Available | No or very few patients were eligible for the HCAHPS survey |   |
|               | 30%   |   |
|               | 32%   |   |
|               | 32%   | Survey results are based on less than 12 months of data., Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance |
|               |   |   |
|               |   |   |
|               | 32%   |   |
|               | 28%   |   |
|               | 29%   |   |

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|        | CENTER   |                           |
|--------|--|---------------------------|
| 050568 | MADERA COMMUNITY HOSPITAL                          | 1250 E ALMOND AVE         |
| 050570 | FOUNTAIN VALLEY REGIONAL HOSPITAL & MEDICAL CENTER | 17100 EUCLID STREET       |
| 050573 | EISENHOWER MEDICAL CENTER                          | 39-000 BOB HOPE DRIVE     |
| 050575 | TRI-CITY REGIONAL MEDICAL CENTER                   | 21530 S PIONEER BLVD      |
| 050580 | LA PALMA INTERCOMMUNITY HOSPITAL                   | 7901 WALKER STREET        |
| 050581 | LAKEWOOD REGIONAL MEDICAL CENTER                   | 3700 E SOUTH ST           |
| 050586 | CHINO VALLEY MEDICAL CENTER                        | 5451 WALNUT AVE           |
| 050588 | SAN DIMAS COMMUNITY HOSPITAL                       | 1350 W COVINA BLVD        |
| 050589 | PLACENTIA LINDA HOSPITAL                           | 1301 N ROSE DRIVE         |
| 050590 | METHODIST HOSPITAL OF SACRAMENTO                   | 7500 HOSPITAL DRIVE       |
| 050597 | FOOTHILL PRESBYTERIAN HOSPITAL                     | 250 S GRAND AVE           |
| 050599 | UNIVERSITY OF CALIFORNIA DAVIS MEDICAL CENTER      | 2315 STOCKTON BOULEVARD   |
| 050603 | SADDLEBACK MEMORIAL MEDICAL CENTER                 | 24451 HEALTH CENTER DRIVE |
| 050604 | KAISER FOUNDATION HOSPITAL-SAN JOSE                | 250 HOSPITAL PARKWAY      |
| 050608 | DELANO REGIONAL MEDICAL CENTER                     | 1401 GARCES HIGHWAY       |
| 050609 | KAISER FOUNDATION HOSPITAL ANAHEIM                 | 441 N LAKEVIEW AVENUE     |
| 050616 | ST JOHNS PLEASANT VALLEY HOSPITAL                  | 2309 ANTONIO AVE          |
| 050618 | BEAR VALLEY COMMUNITY HOSPITAL                     | 41870 GARSTIN DR          |

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|  |                  |    |
|--|------------------|----|
|  | MADERA           | CA |
|  | FOUNTAIN VALLEY  | CA |
|  | RANCHO MIRAGE    | CA |
|  | HAWAIIAN GARDENS | CA |
|  | LA PALMA         | CA |
|  | LAKEWOOD         | CA |
|  | CHINO            | CA |
|  | SAN DIMAS        | CA |
|  | PLACENTIA        | CA |
|  | SACRAMENTO       | CA |
|  | GLENDORA         | CA |
|  | SACRAMENTO       | CA |
|  | LAGUNA HILLS     | CA |
|  | SAN JOSE         | CA |
|  | DELANO           | CA |
|  | ANAHEIM          | CA |
|  | CAMARILLO        | CA |
|  | BIG BEAR LAKE    | CA |

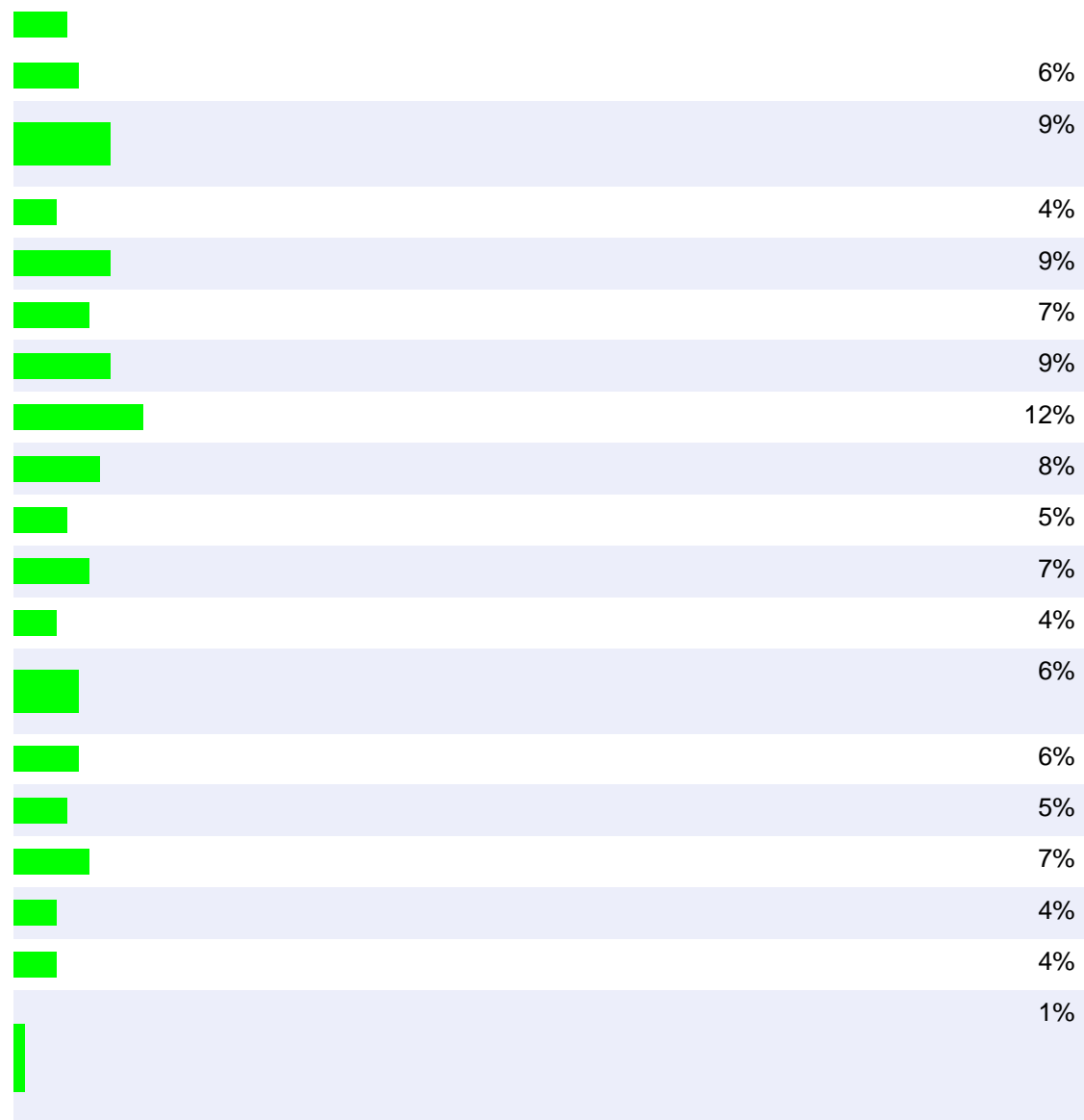
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|       |                |            |
|-------|----------------|------------|
| 93637 | MADERA         | 5596755555 |
| 92708 | ORANGE         | 7149667200 |
| 92270 | RIVERSIDE      | 7603403911 |
| 90716 | LOS ANGELES    | 5628600401 |
| 90623 | ORANGE         | 7146707400 |
| 90712 | LOS ANGELES    | 5626026751 |
| 91710 | SAN BERNARDINO | 9096276111 |
| 91773 | LOS ANGELES    | 9095996811 |
| 92870 | ORANGE         | 7149932000 |
| 95823 | SACRAMENTO     | 9164236010 |
| 91740 | LOS ANGELES    | 6269638411 |
| 95817 | SACRAMENTO     | 9167342011 |
| 92653 | ORANGE         | 9498374500 |
| 95119 | SANTA CLARA    | 4089727000 |
| 93215 | KERN           | 6617254800 |
| 92807 | ORANGE         | 7142794000 |
| 93010 | VENTURA        | 8053895800 |
| 92315 | SAN BERNARDINO | 9098666501 |

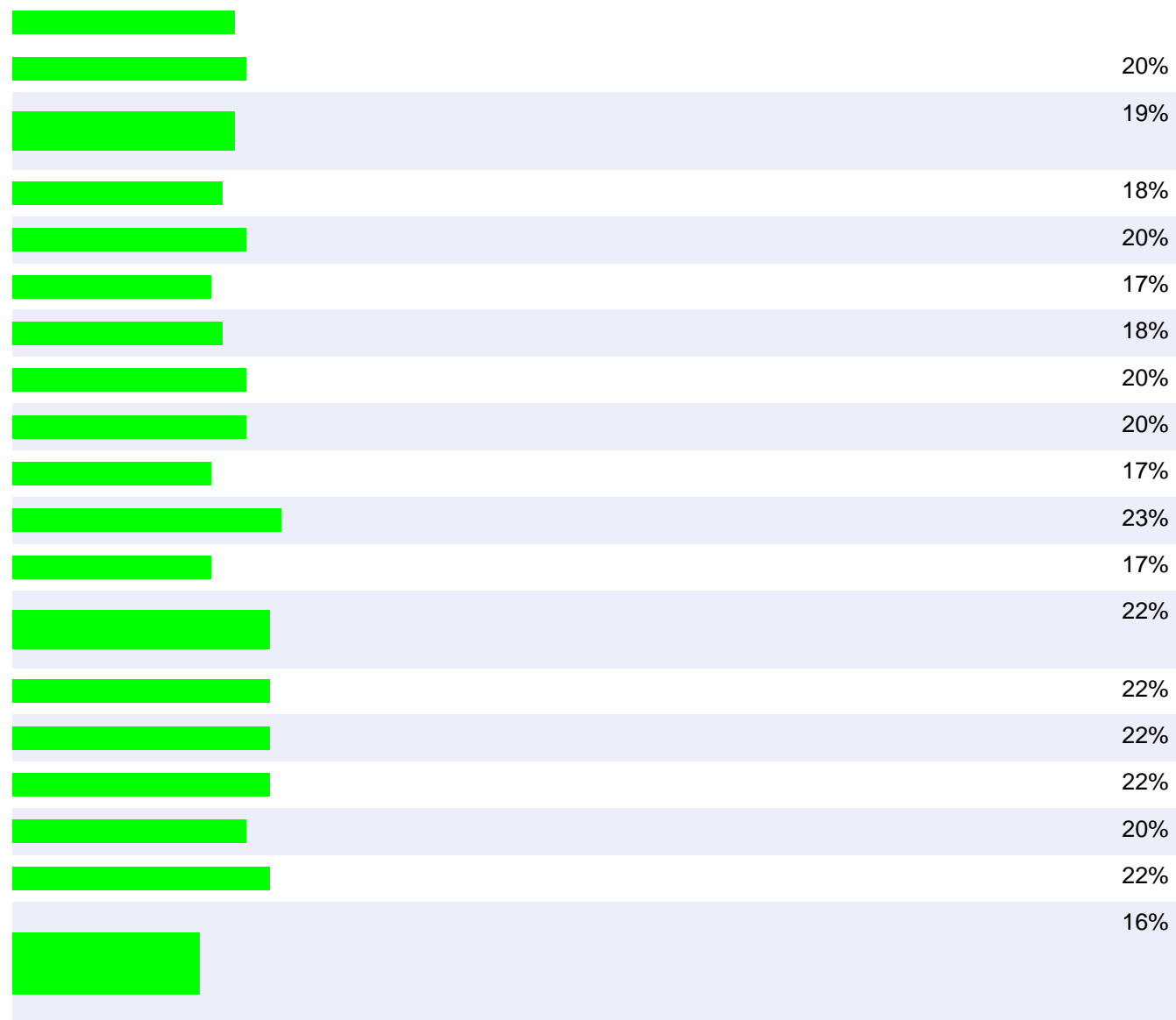
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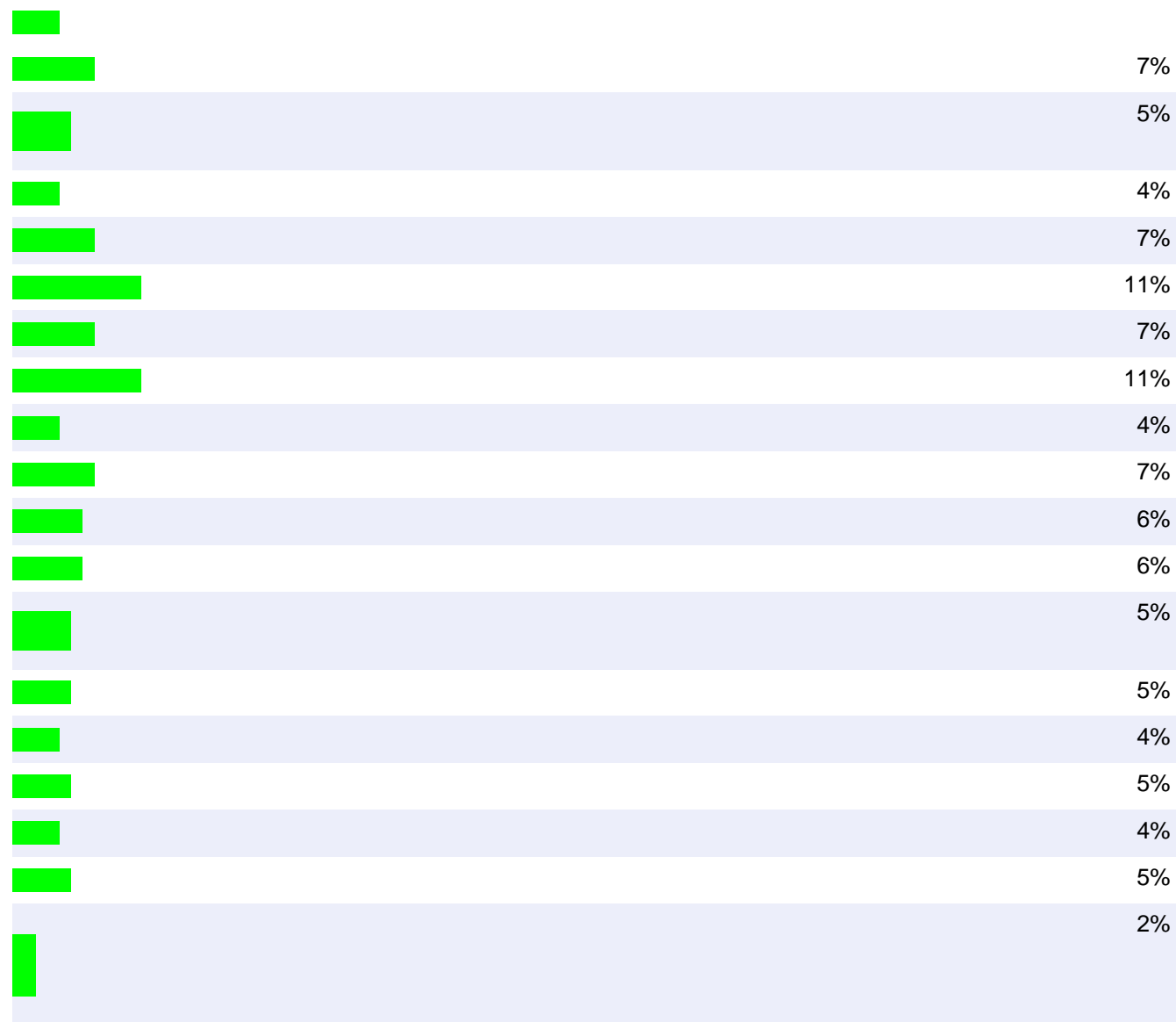
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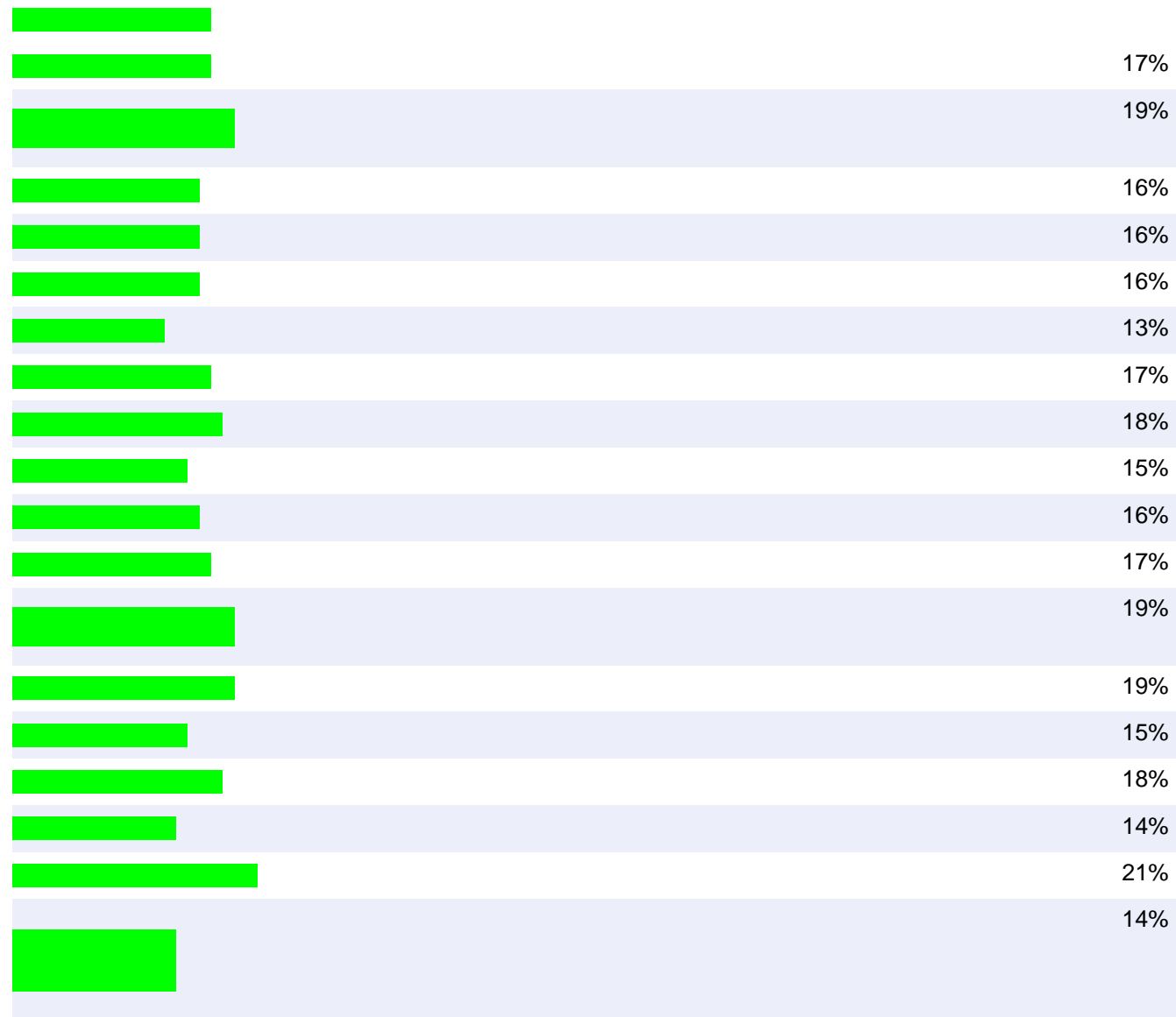
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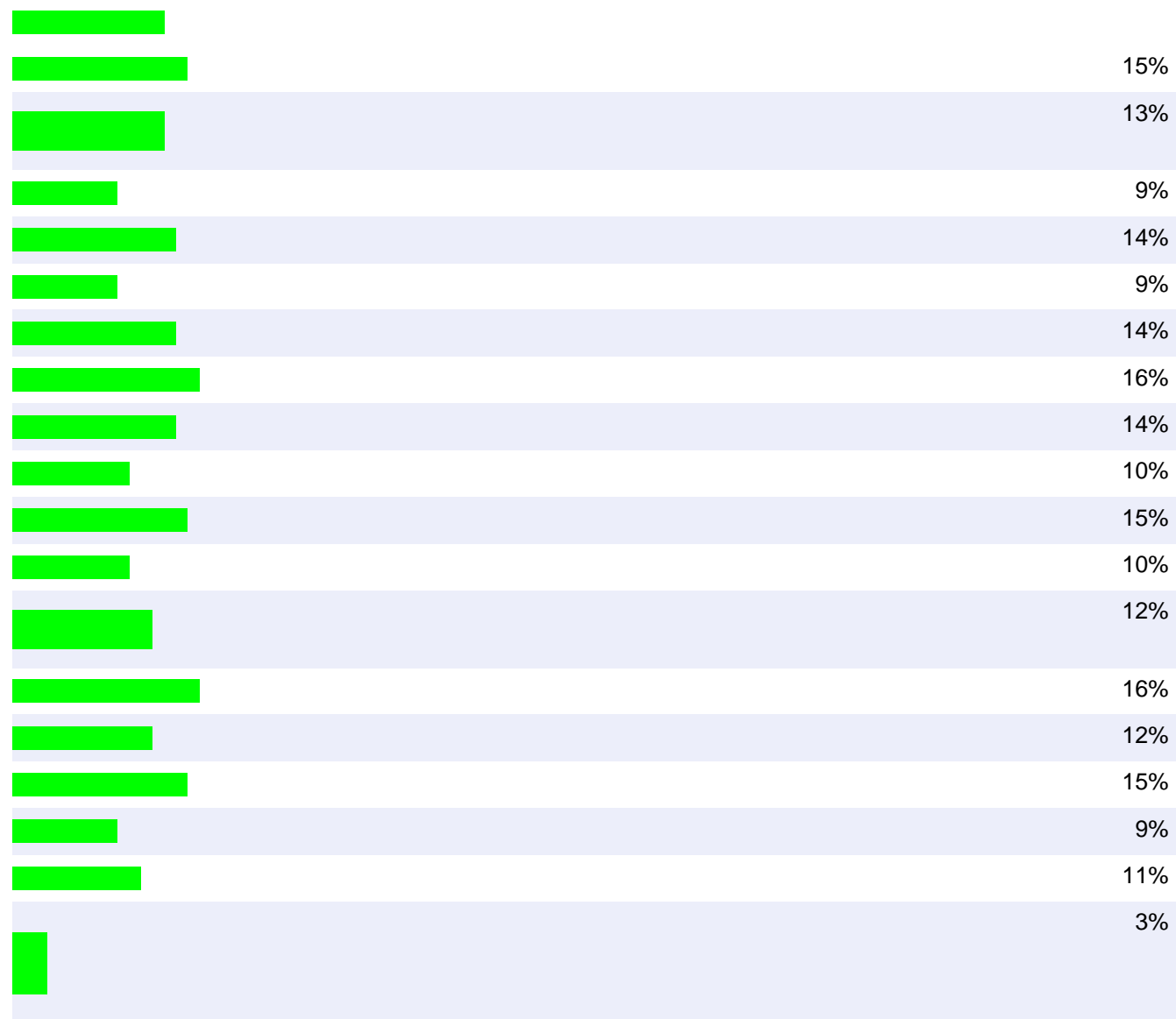
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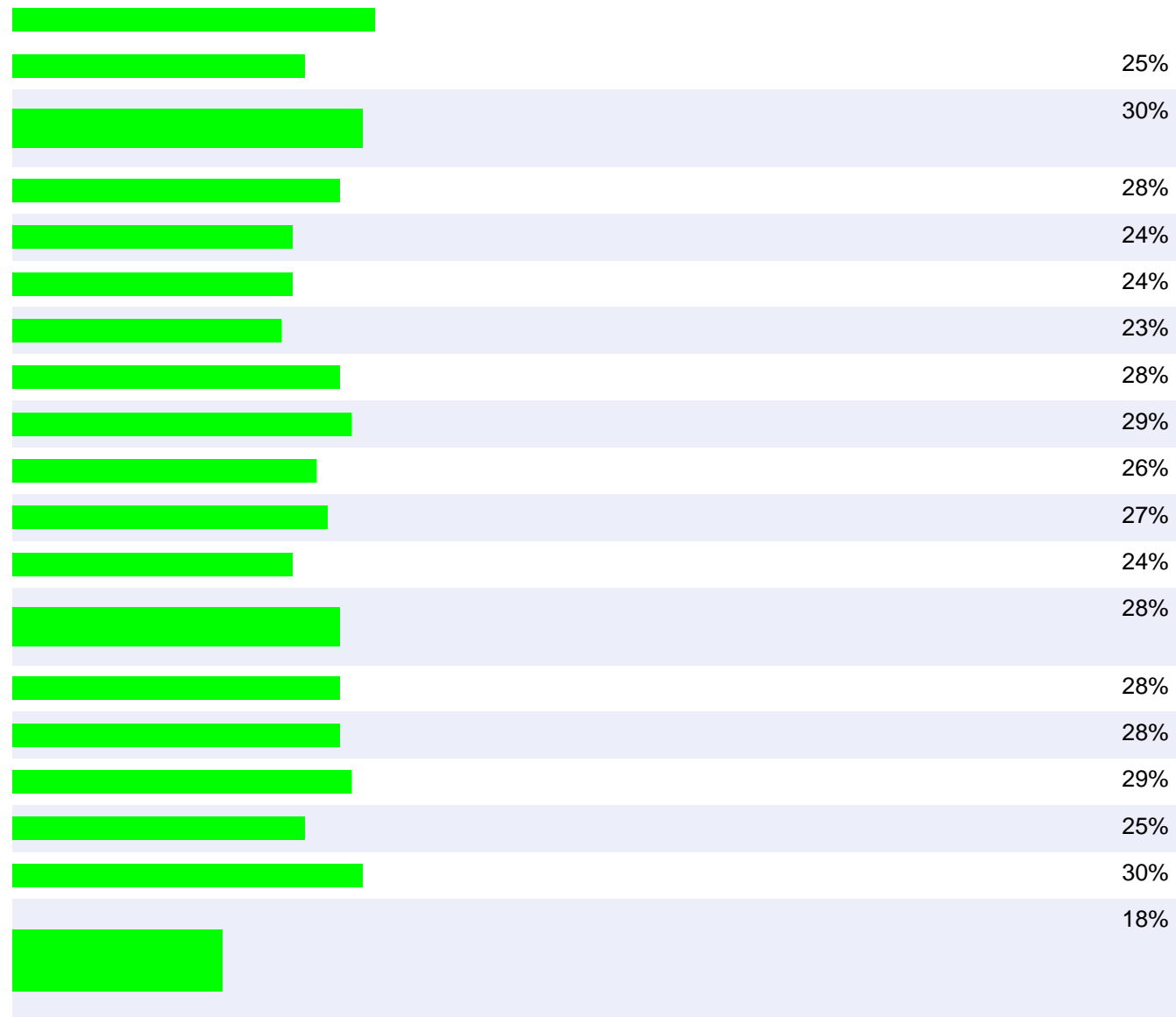
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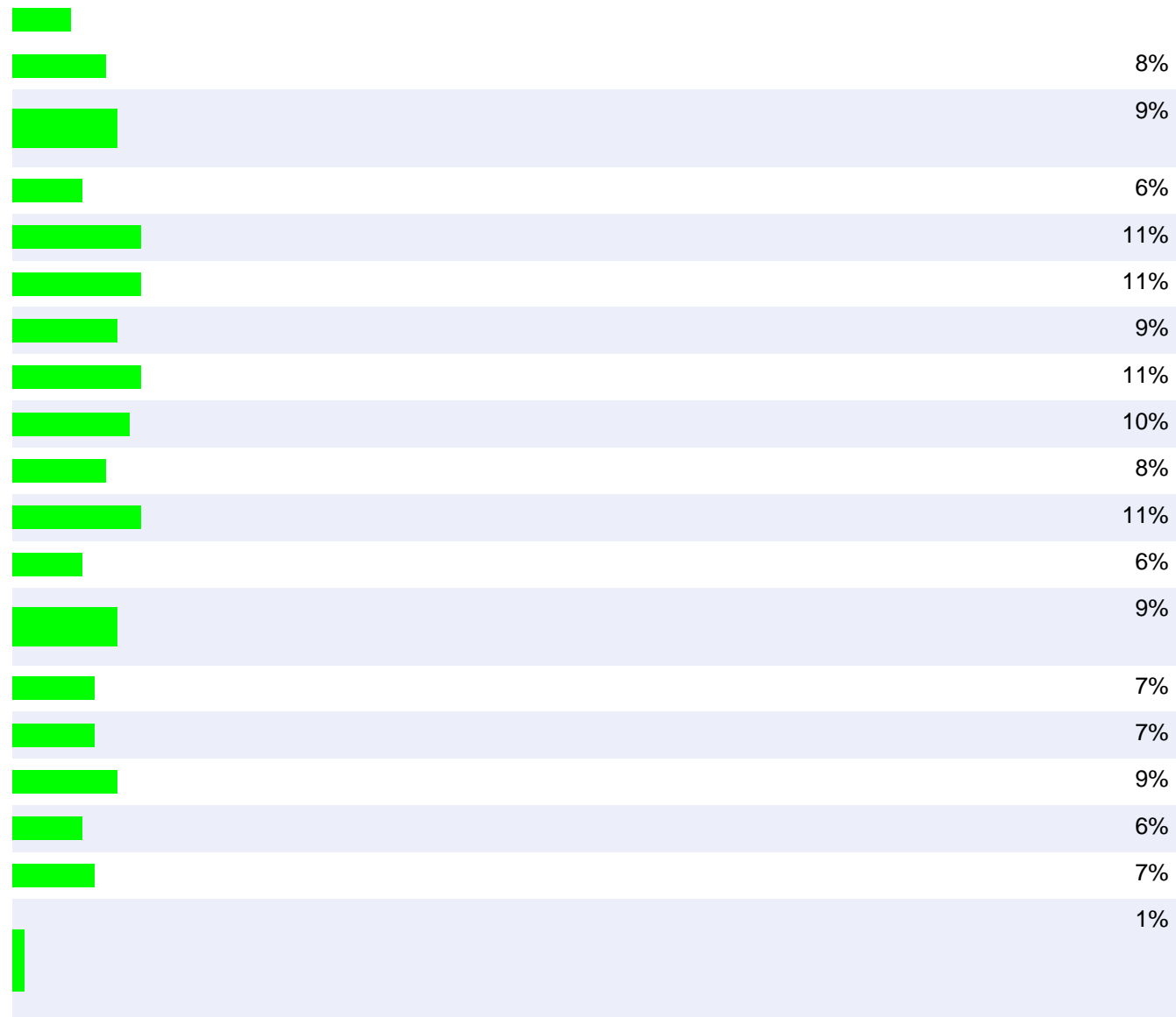
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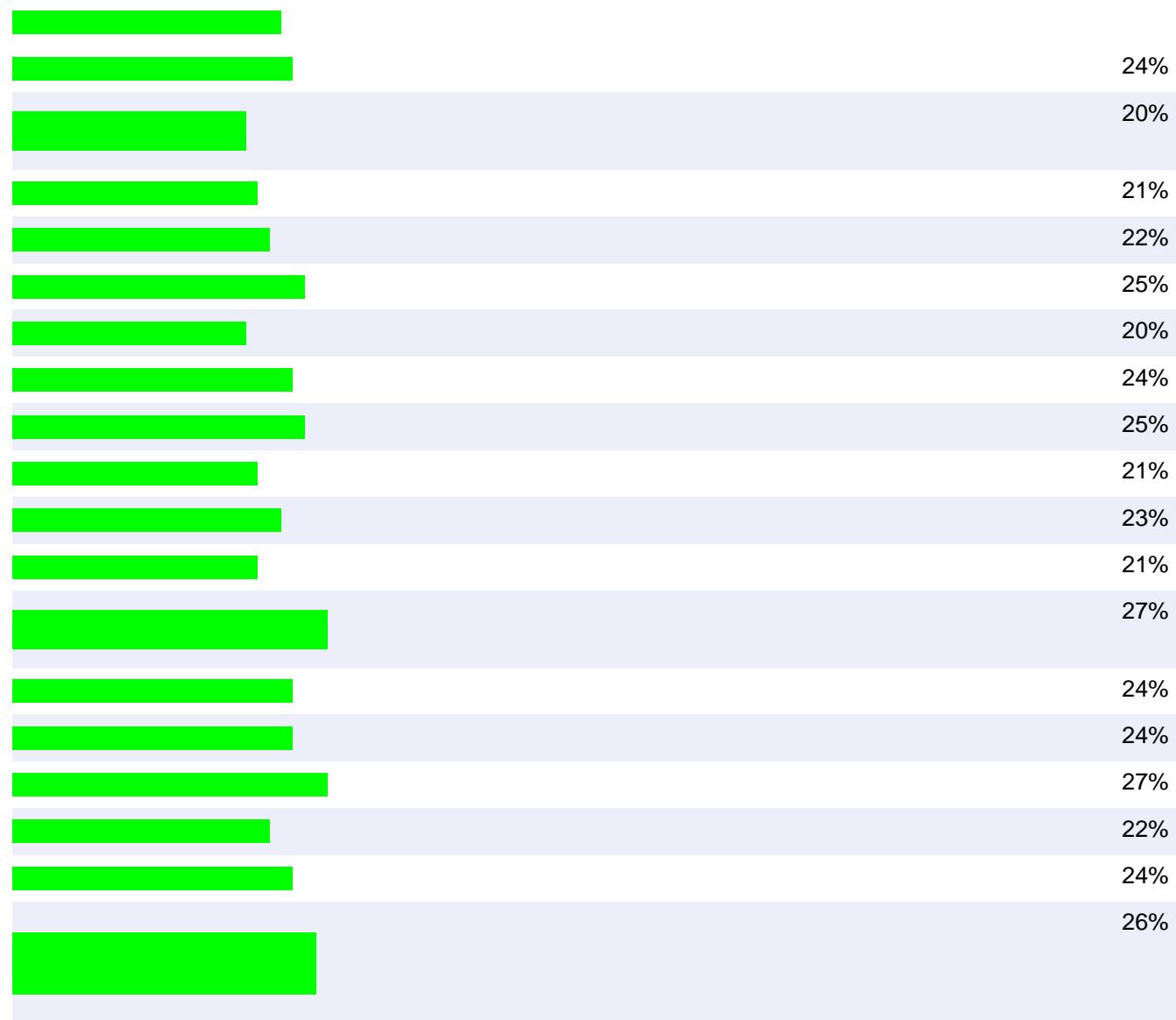
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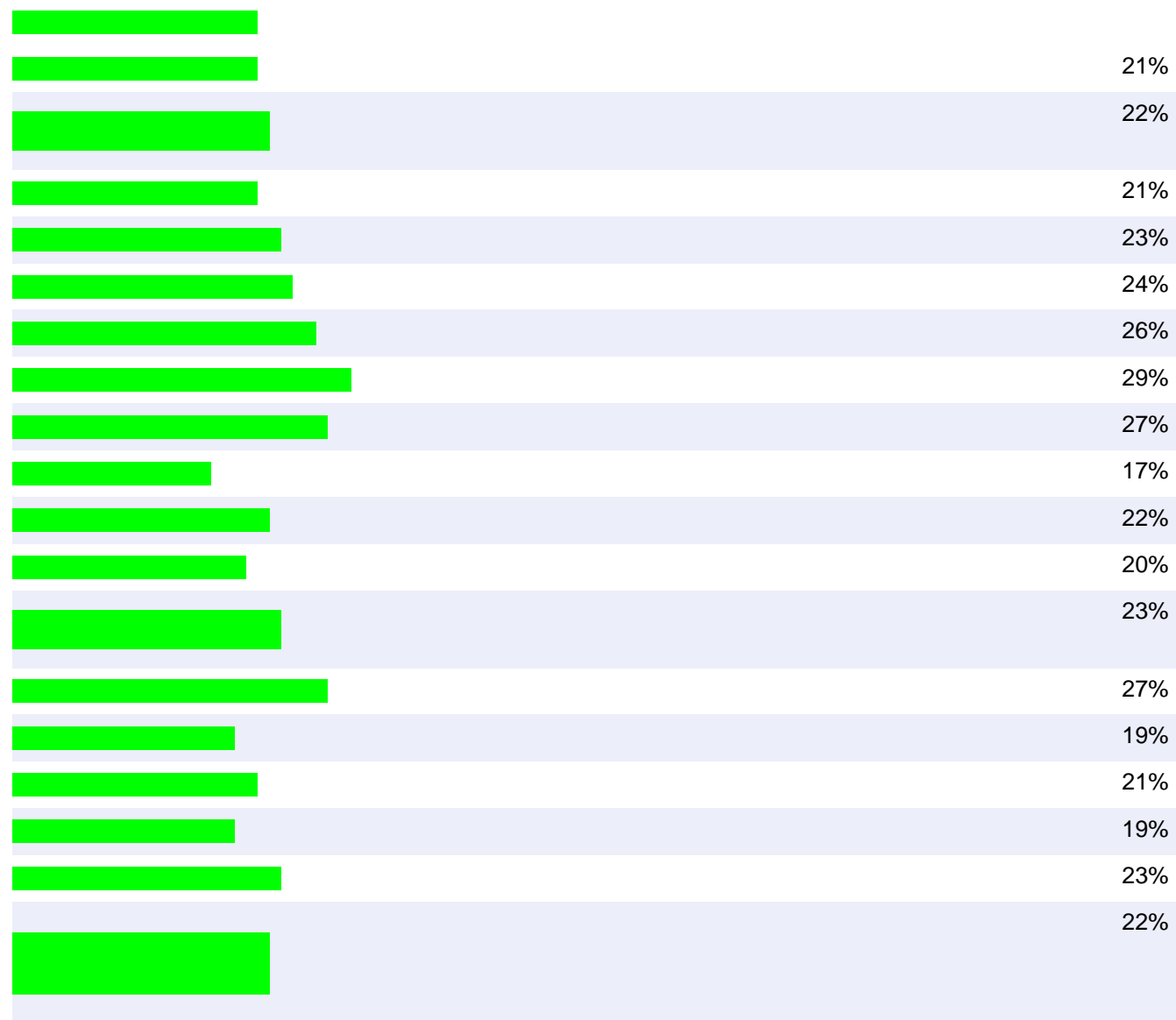
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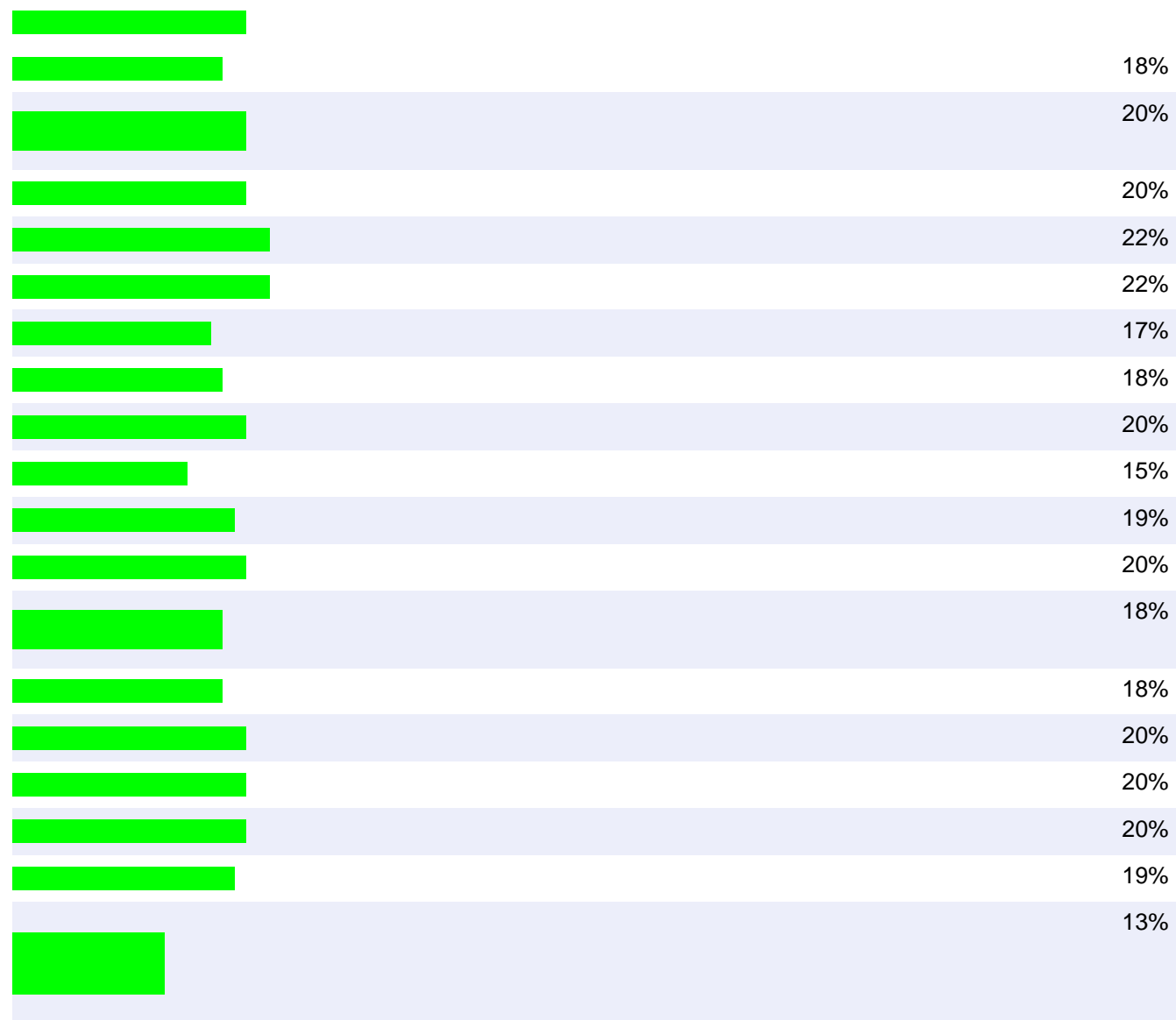
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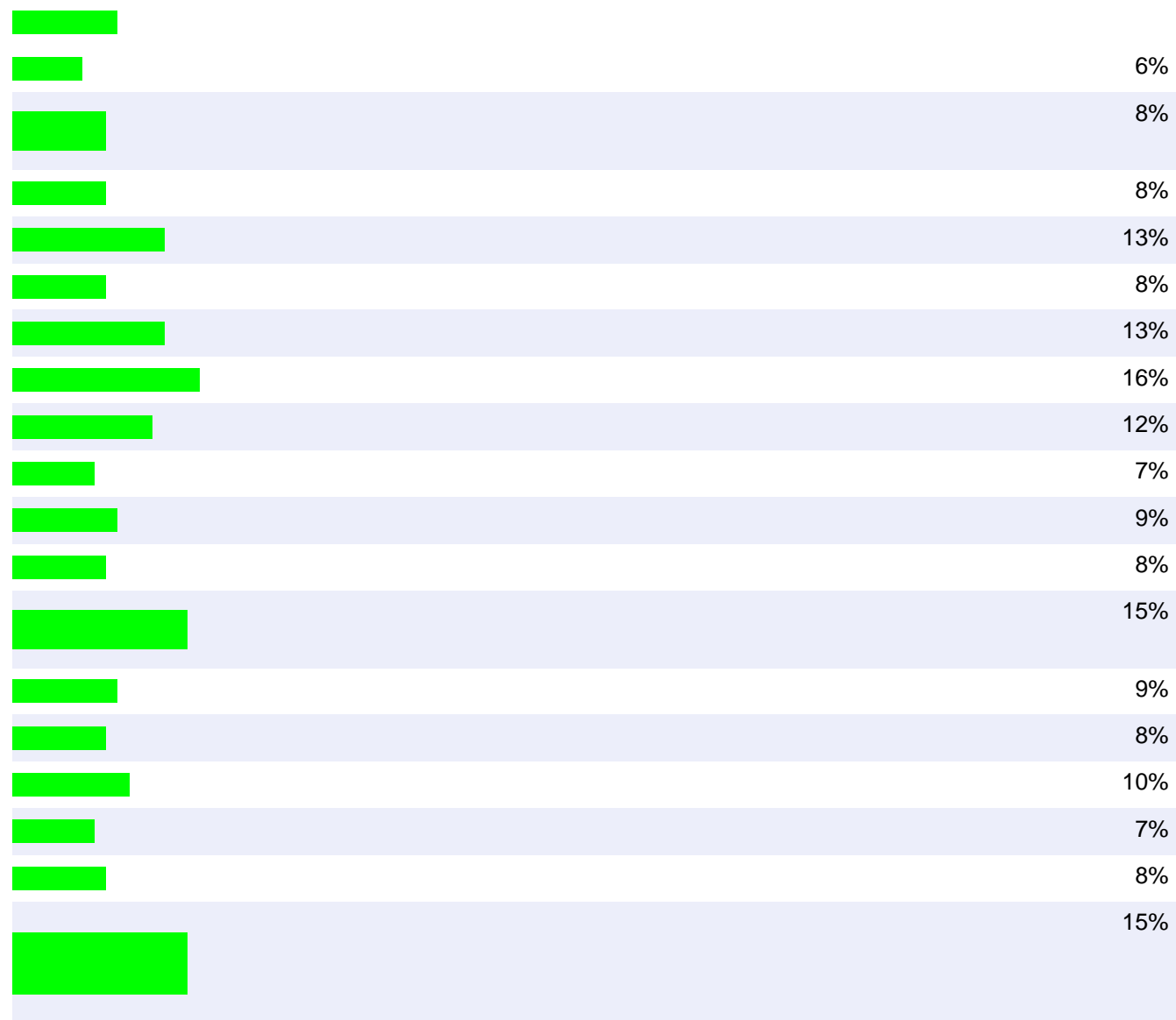
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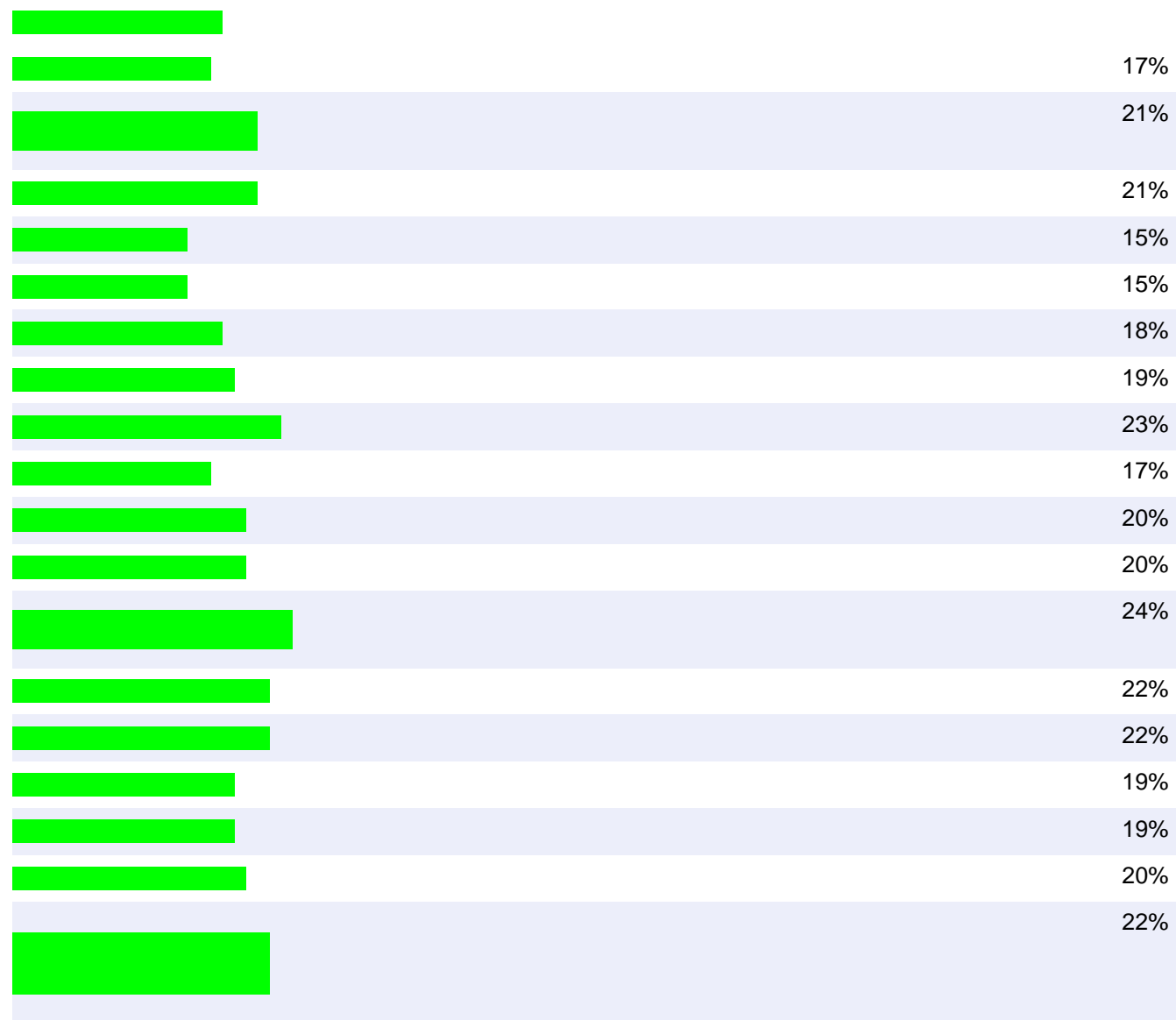
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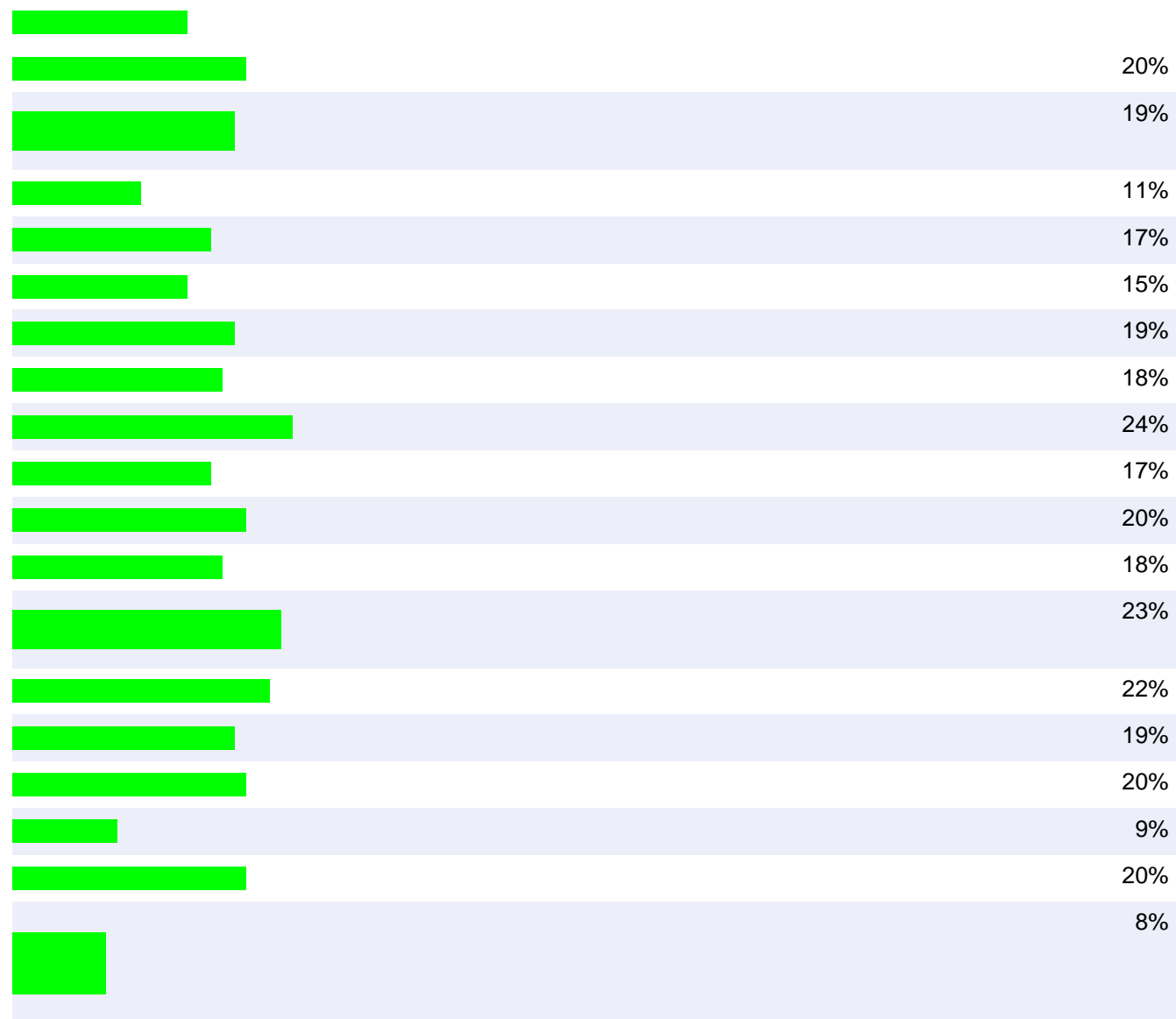
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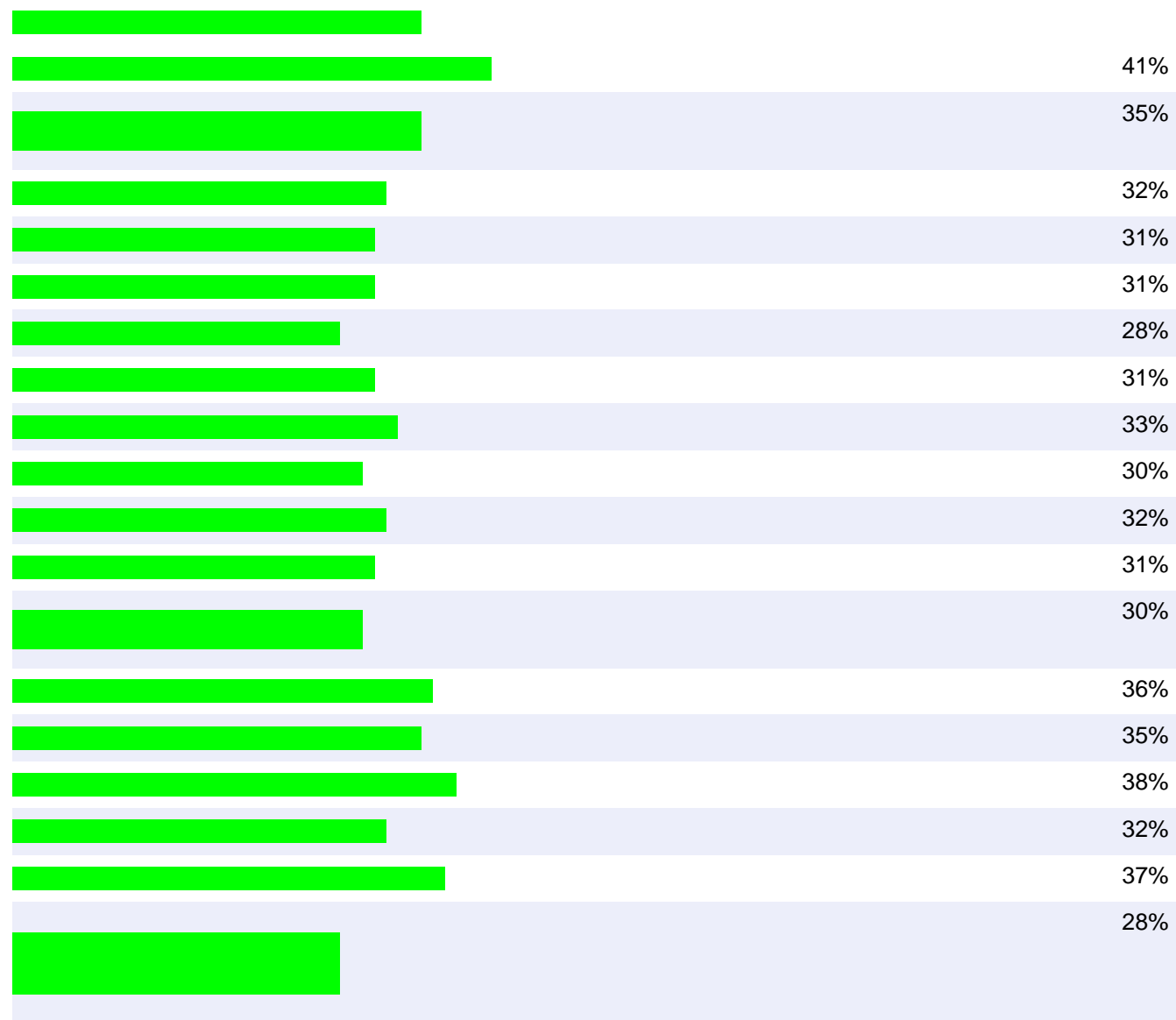
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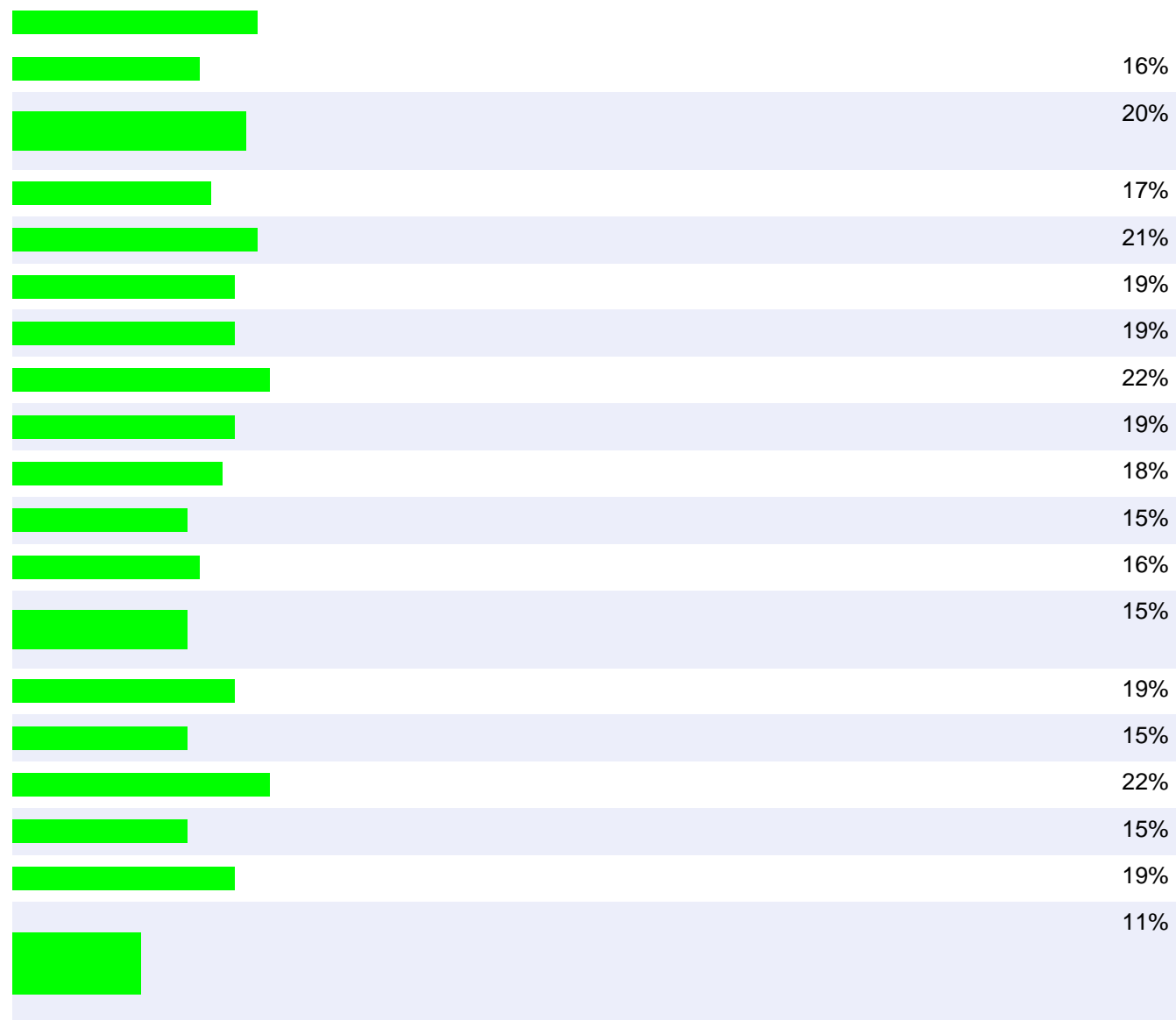
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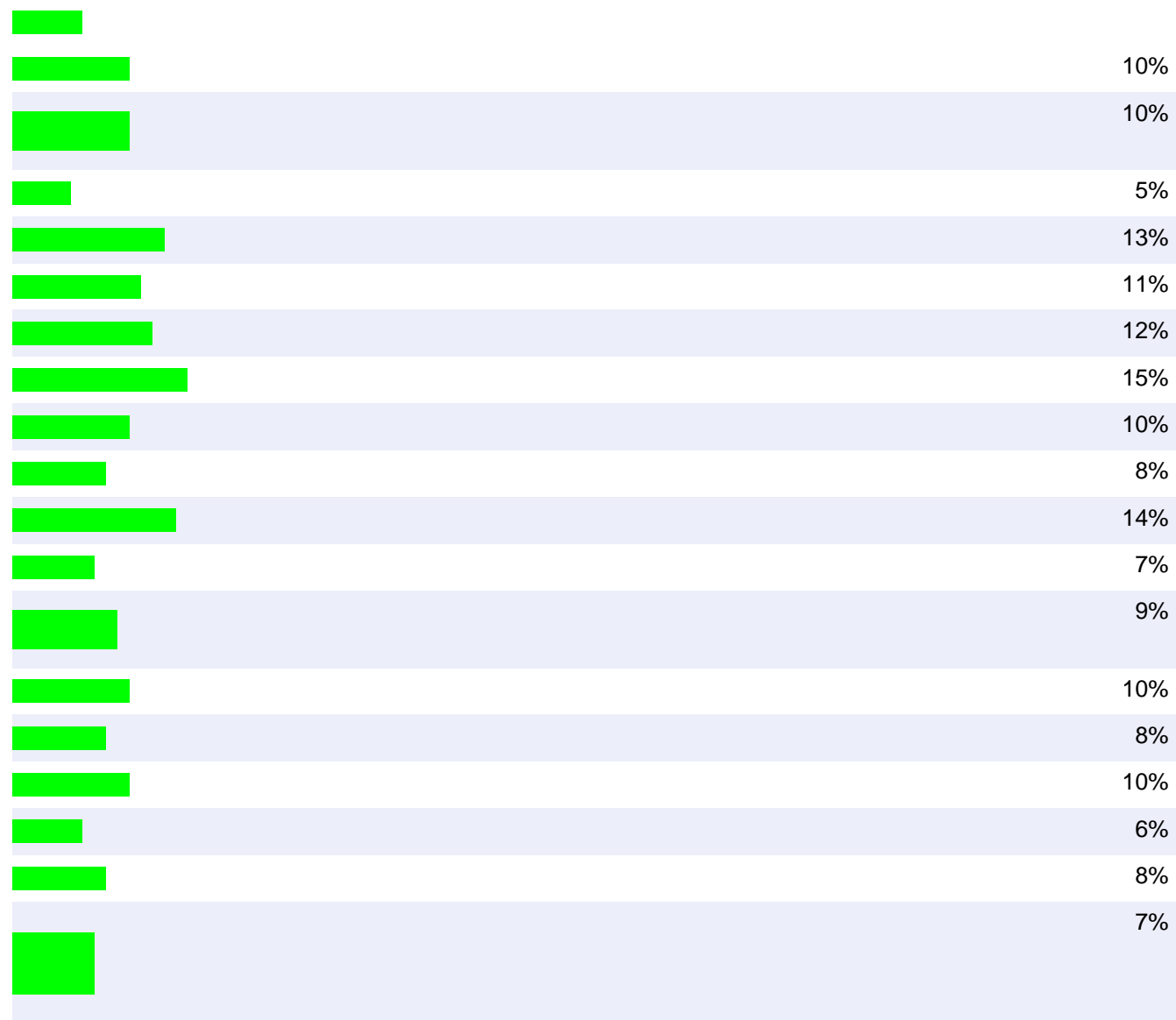
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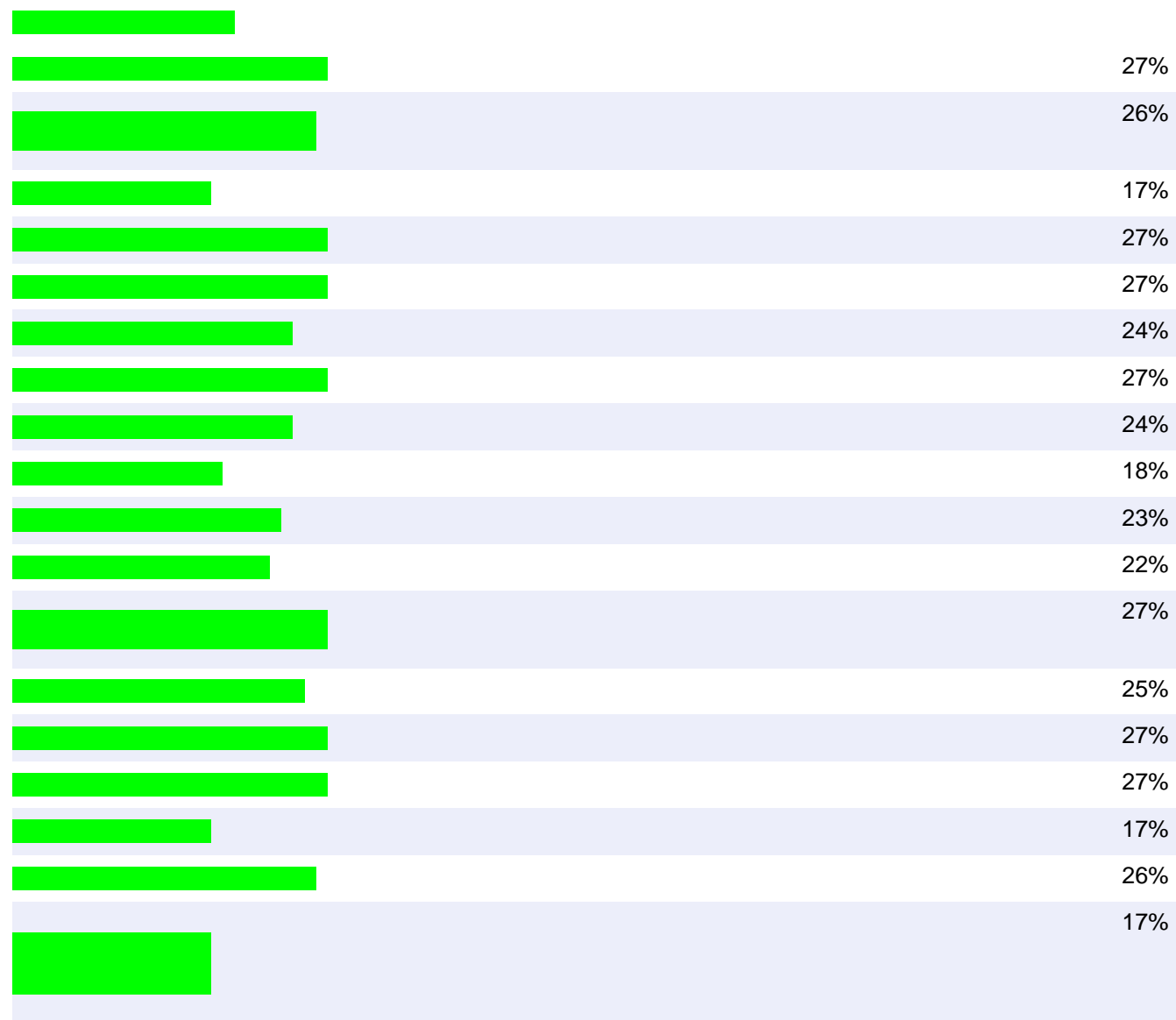
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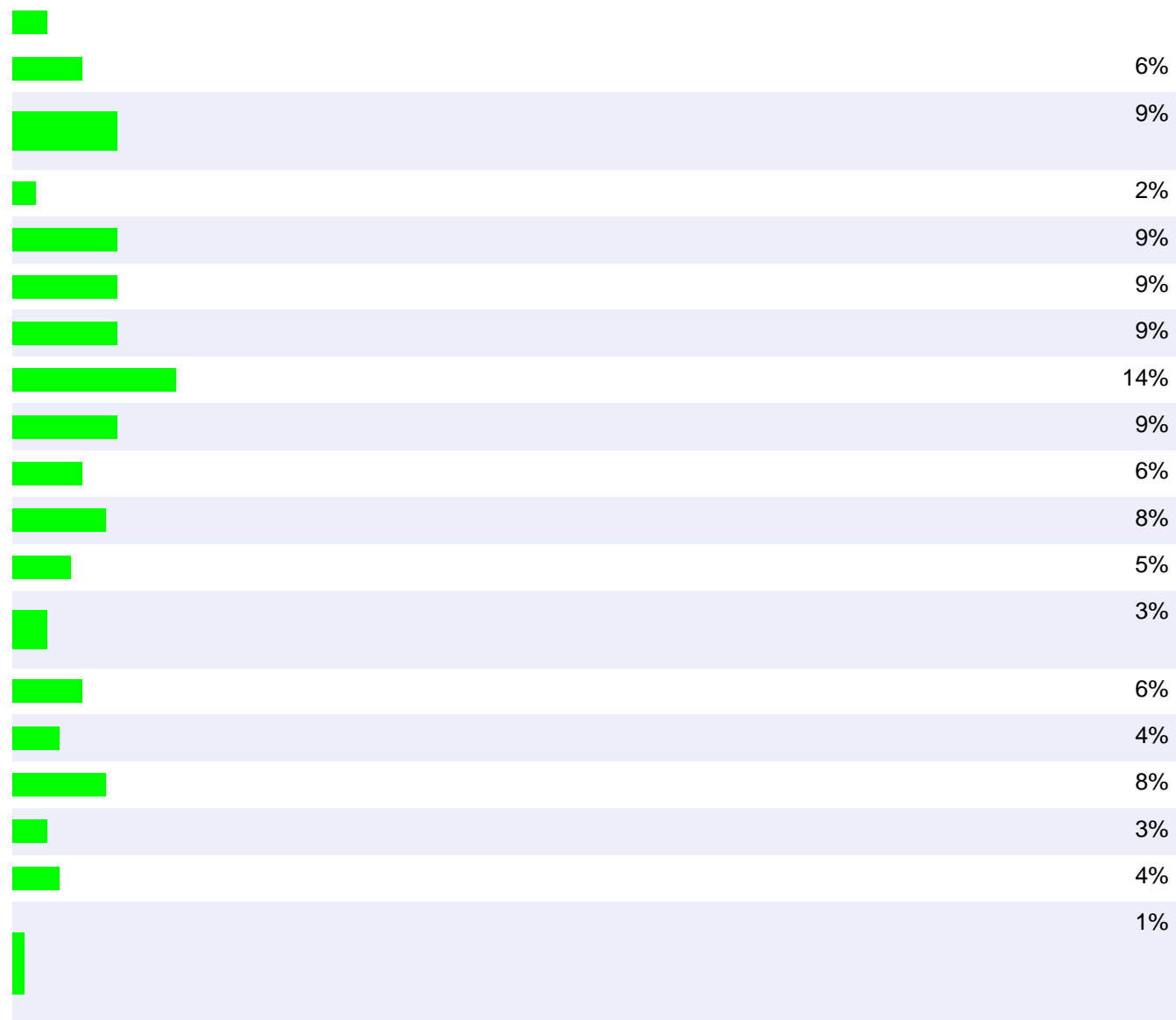
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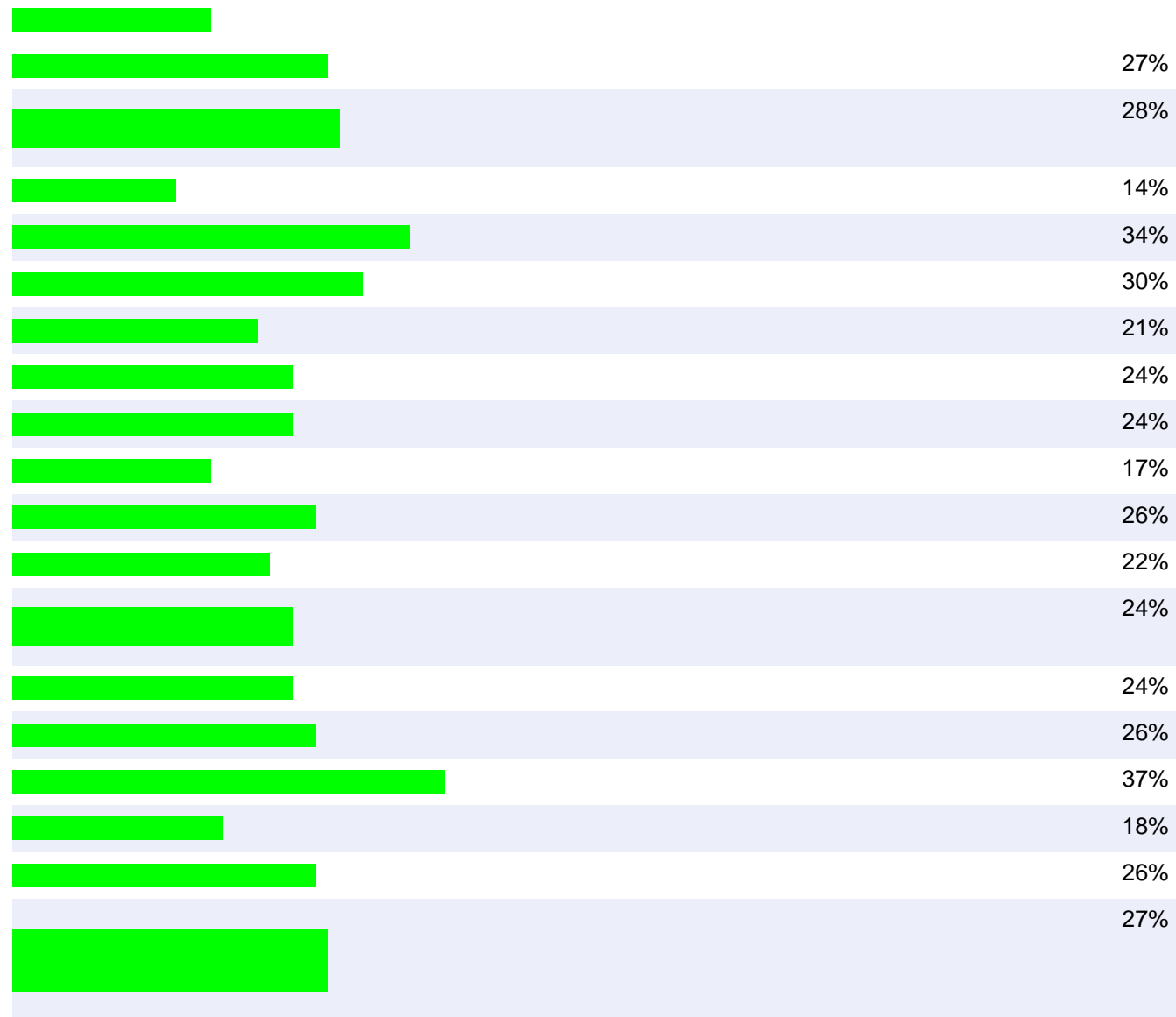
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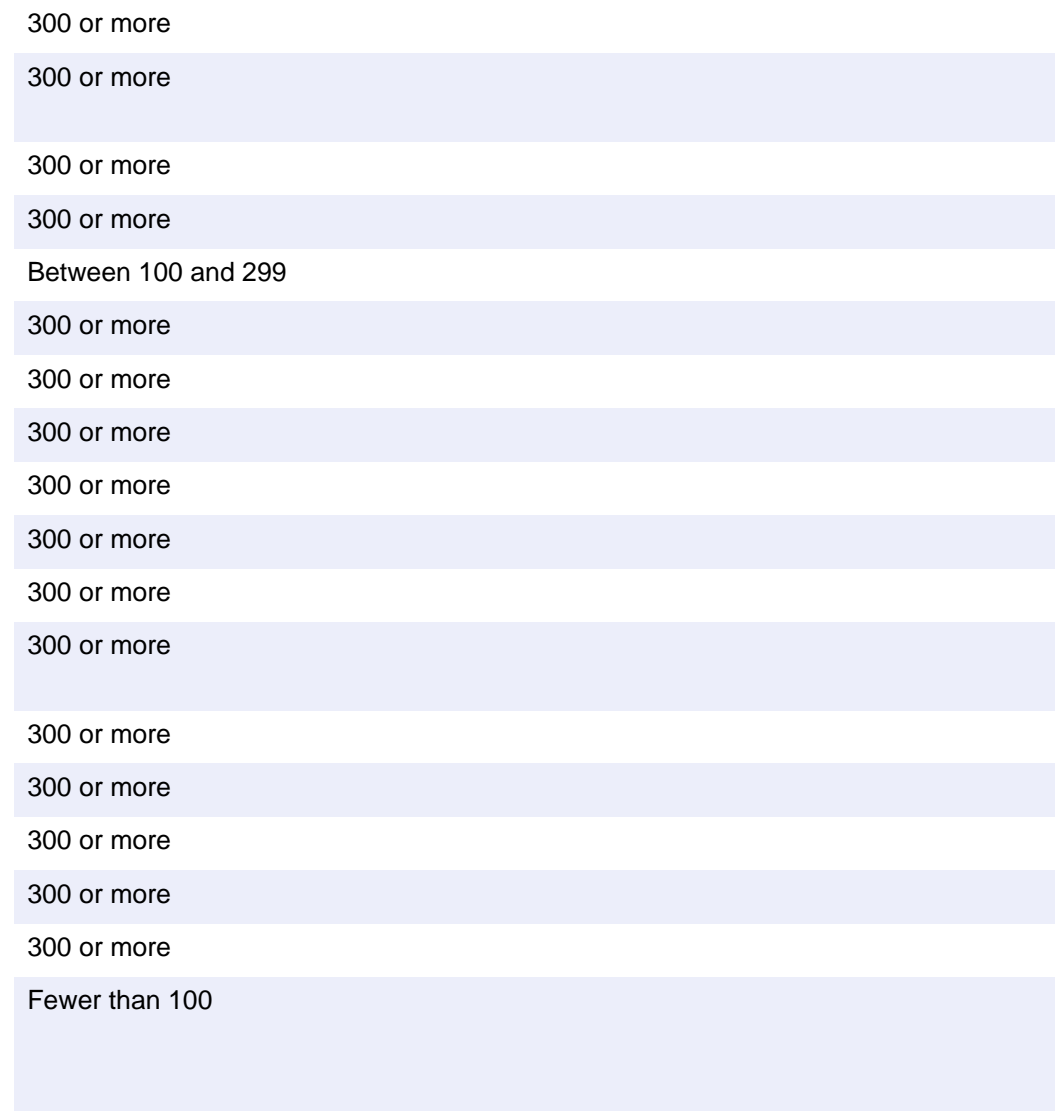
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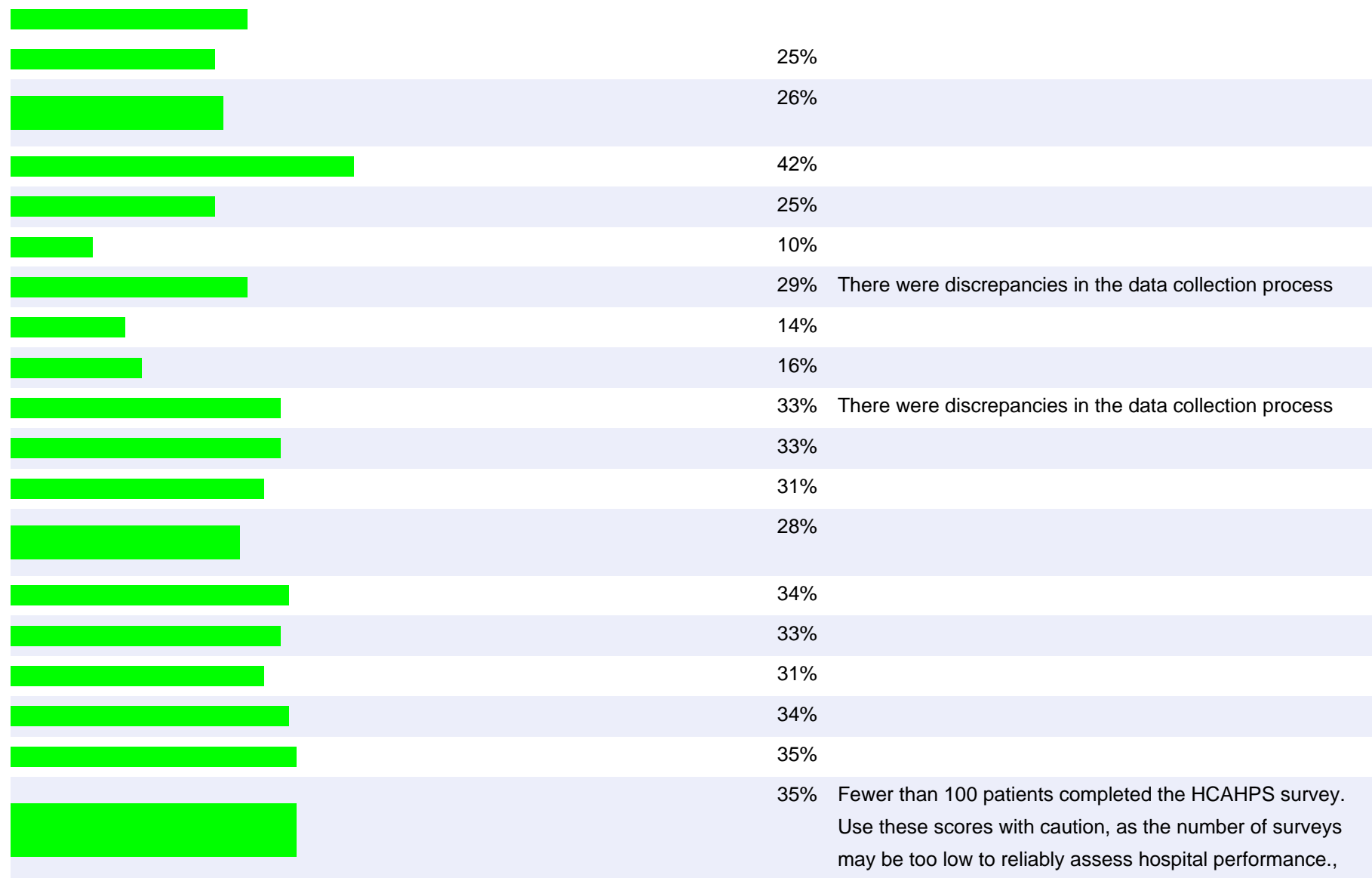
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|        |   |                        |
|--------|---|------------------------|
| 050624 | HENRY MAYO NEWHALL MEMORIAL HOSPITAL          | 23845 MCBEAN PKWY      |
| 050625 | CEDARS-SINAI MEDICAL CENTER                   | 8700 BEVERLY BLVD      |
| 050633 | TWIN CITIES COMMUNITY HOSPITAL                | 1100 LAS TABLAS RD     |
| 050636 | POMERADO HOSPITAL                             | 15615 POMERADO ROAD    |
| 050641 | EAST LOS ANGELES DOCTORS HOSPITAL             | 4060 WHITTIER BLVD     |
| 050644 | LOS ANGELES METROPOLITAN MEDICAL CTR          | 2231 S WESTERN AVE     |
| 050660 | USC KENNETH NORRIS JR CANCER HOSPITAL         | 1441 EASTLAKE AVE      |
| 050663 | LOS ANGELES COMMUNITY HOSPITAL                | 4081 E OLYMPIC BLVD    |
| 050668 | LAGUNA HONDA HOSPITAL & REHABILITATION CENTER | 375 LAGUNA HONDA BLVD  |
| 050674 | KAISER FOUNDATION HOSP SO SACRAMENTO          | 6600 BRUCEVILLE ROAD   |
| 050677 | KAISER FOUNDATION HOSPITAL - WOODLAND HILLS   | 5601 DE SOTO           |
| 050678 | ORANGE COAST MEMORIAL MEDICAL CENTER          | 9920 TALBERT AVENUE    |
| 050684 | MENIFEE VALLEY MEDICAL CENTER                 | 28400 MCCALL BOULEVARD |
| 050686 | KAISER FOUNDATION HOSPITAL, RIVERSIDE         | 10800 MAGNOLIA AVENUE  |
| 050688 | SAINT LOUISE REGIONAL HOSPITAL                | 9400 NO NAME UNO       |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|  |                 |    |
|--|-----------------|----|
|  | VALENCIA        | CA |
|  | LOS ANGELES     | CA |
|  | TEMPLETON       | CA |
|  | POWAY           | CA |
|  | LOS ANGELES     | CA |
|  | LOS ANGELES     | CA |
|  | LOS ANGELES     | CA |
|  | LOS ANGELES     | CA |
|  | SAN FRANCISCO   | CA |
|  | SACRAMENTO      | CA |
|  | WOODLAND HILLS  | CA |
|  | FOUNTAIN VALLEY | CA |
|  | SUN CITY        | CA |
|  | RIVERSIDE       | CA |
|  | GILROY          | CA |

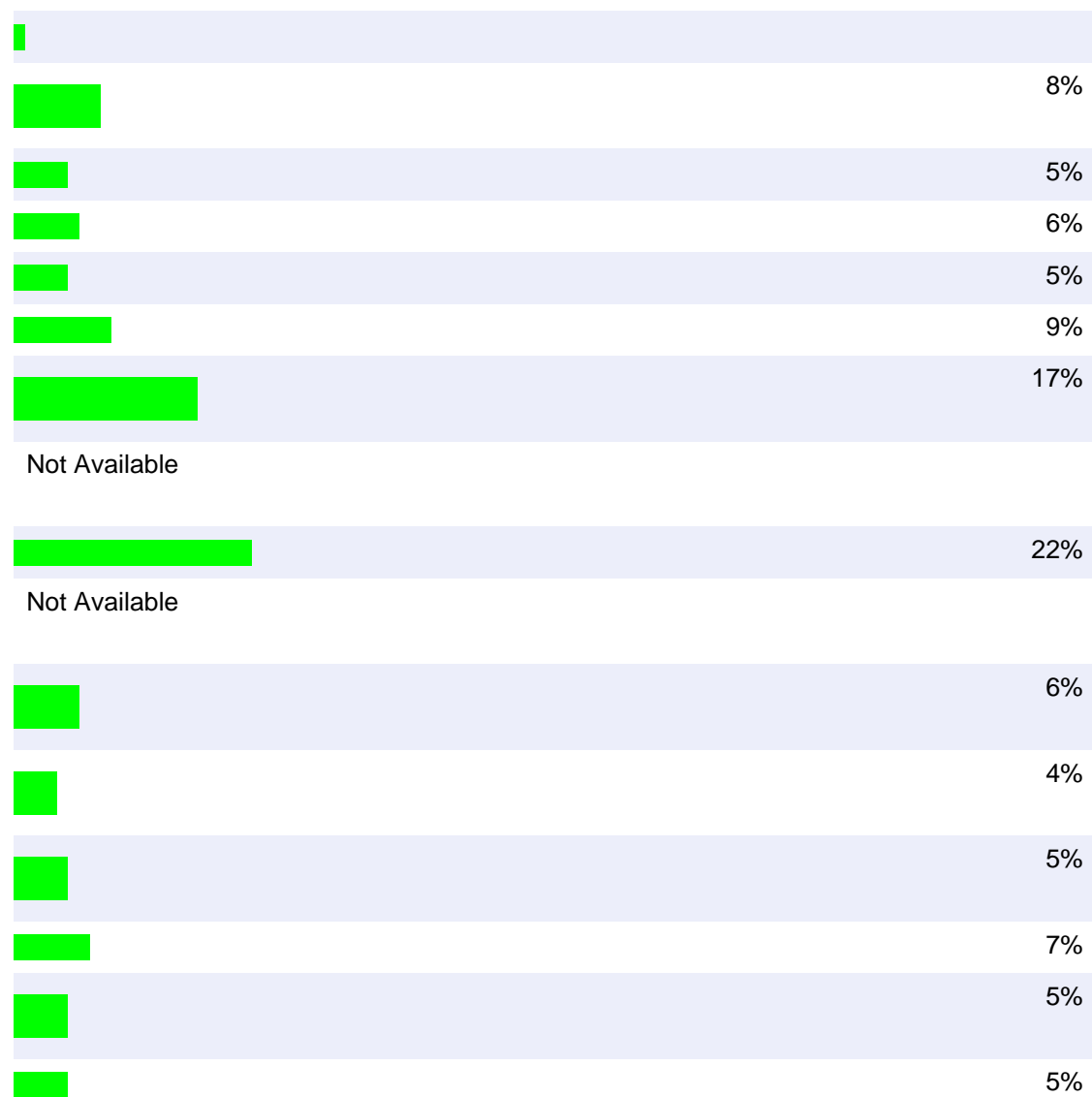
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|       |                 |            |
|-------|-----------------|------------|
| 91355 | LOS ANGELES     | 6612538000 |
| 90048 | LOS ANGELES     | 3104235000 |
| 93465 | SAN LUIS OBISPO | 8054343500 |
| 92064 | SAN DIEGO       | 8584856511 |
| 90023 | LOS ANGELES     | 3232685514 |
| 90018 | LOS ANGELES     | 3237307300 |
| 90089 | LOS ANGELES     | 3238653000 |
| 90023 | LOS ANGELES     | 3232670477 |
| 94116 | SAN FRANCISCO   | 4157592300 |
| 95823 | SACRAMENTO      | 9166882000 |
| 91367 | LOS ANGELES     | 8187193800 |
| 92708 | ORANGE          | 7143787406 |
| 92585 | RIVERSIDE       | 9516798888 |
| 92505 | RIVERSIDE       | 9513532000 |
| 95020 | SANTA CLARA     | 4088482000 |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

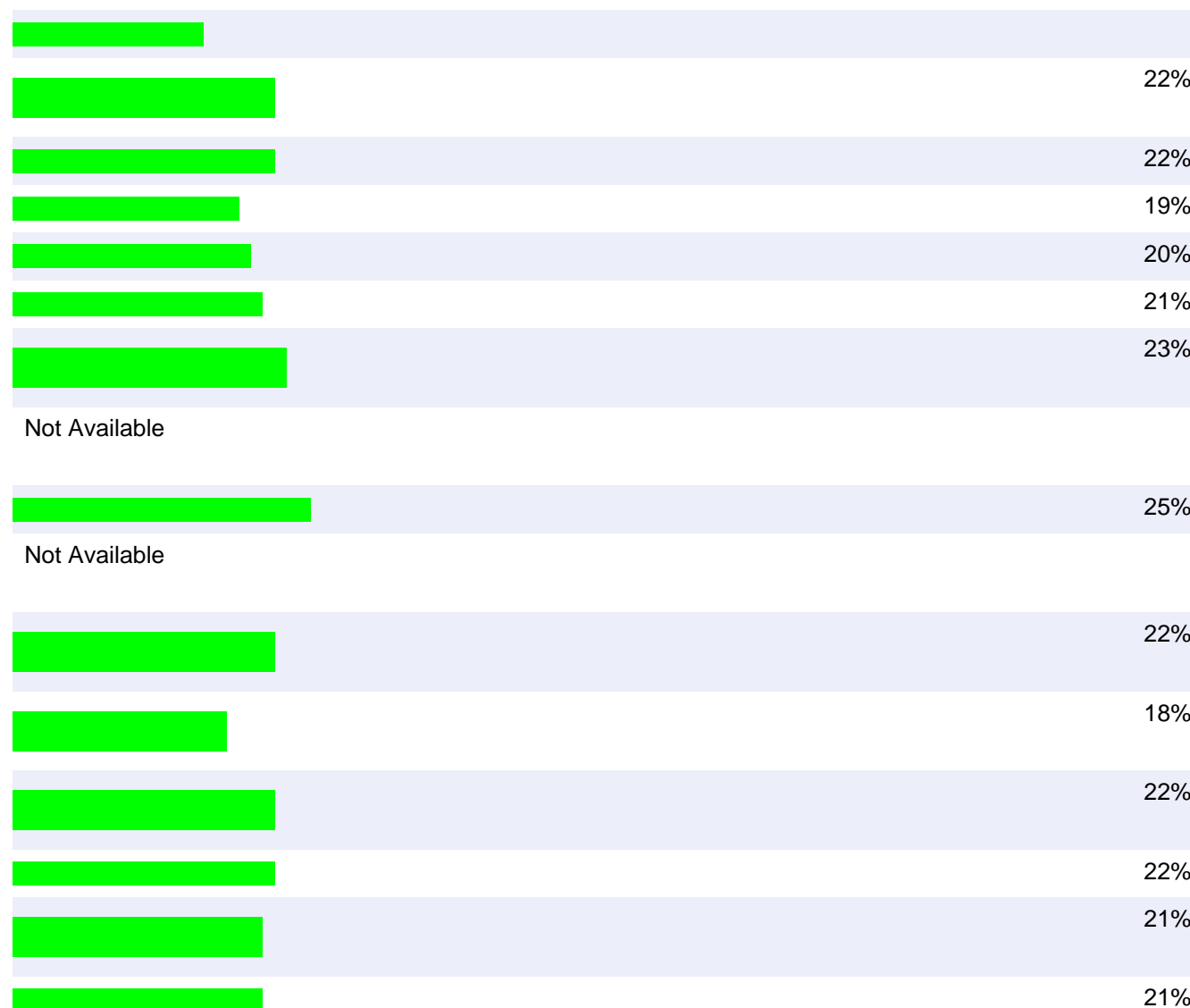
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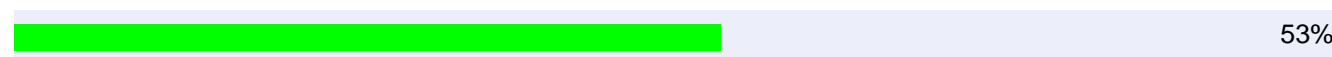


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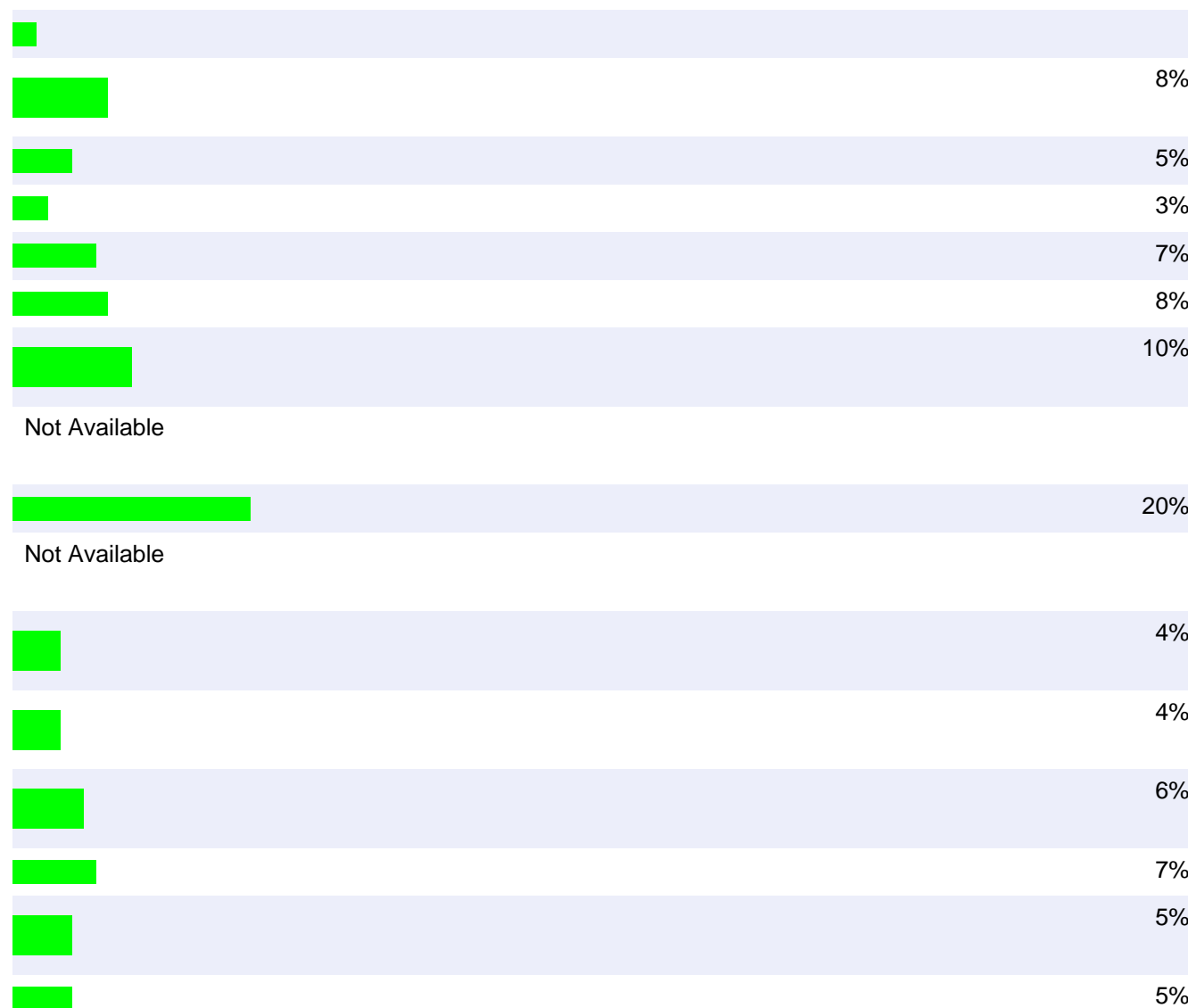


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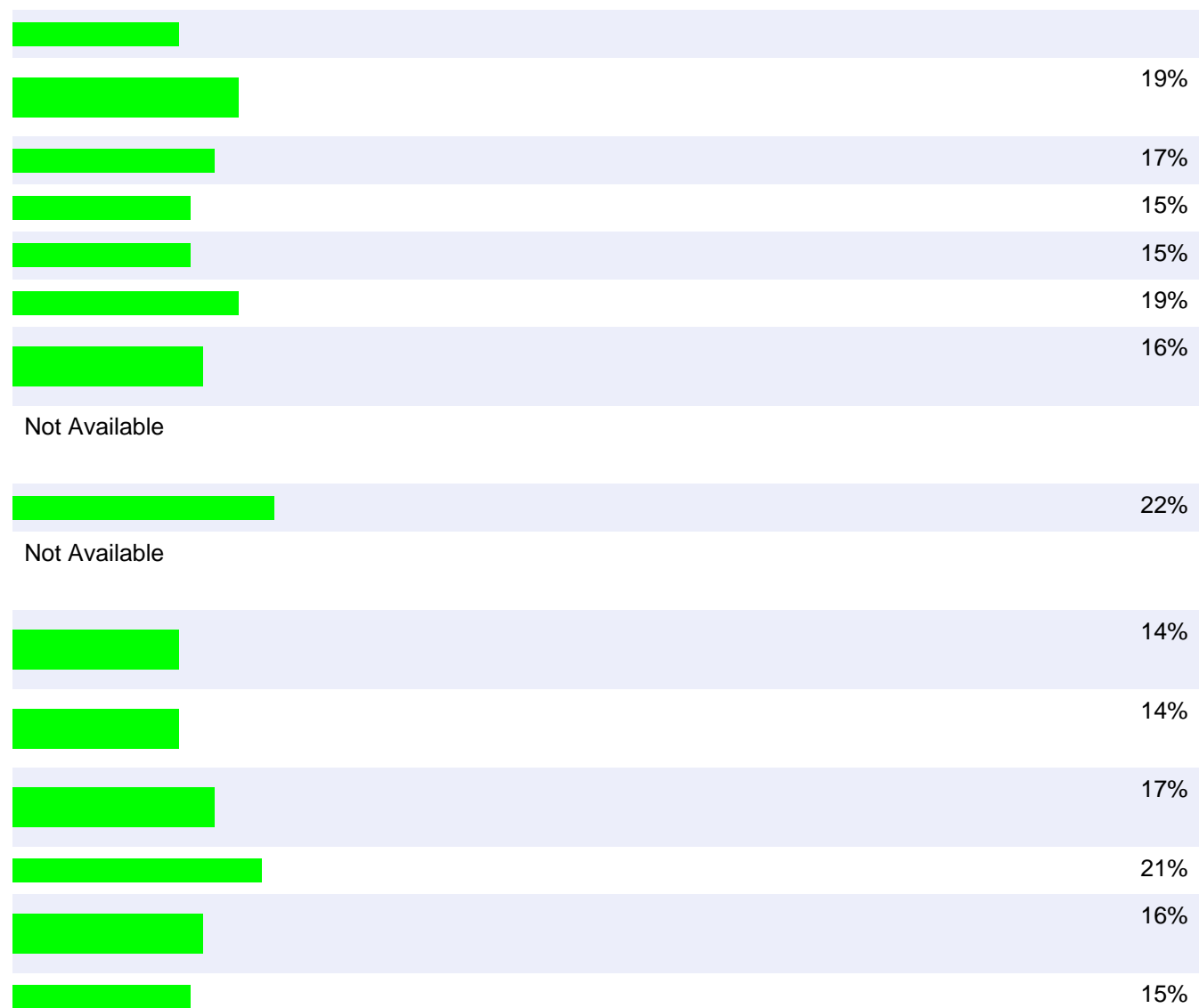
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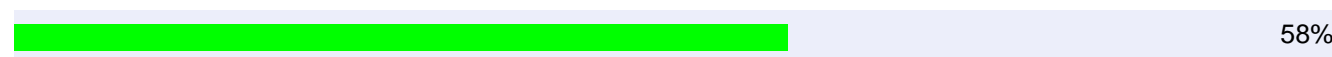


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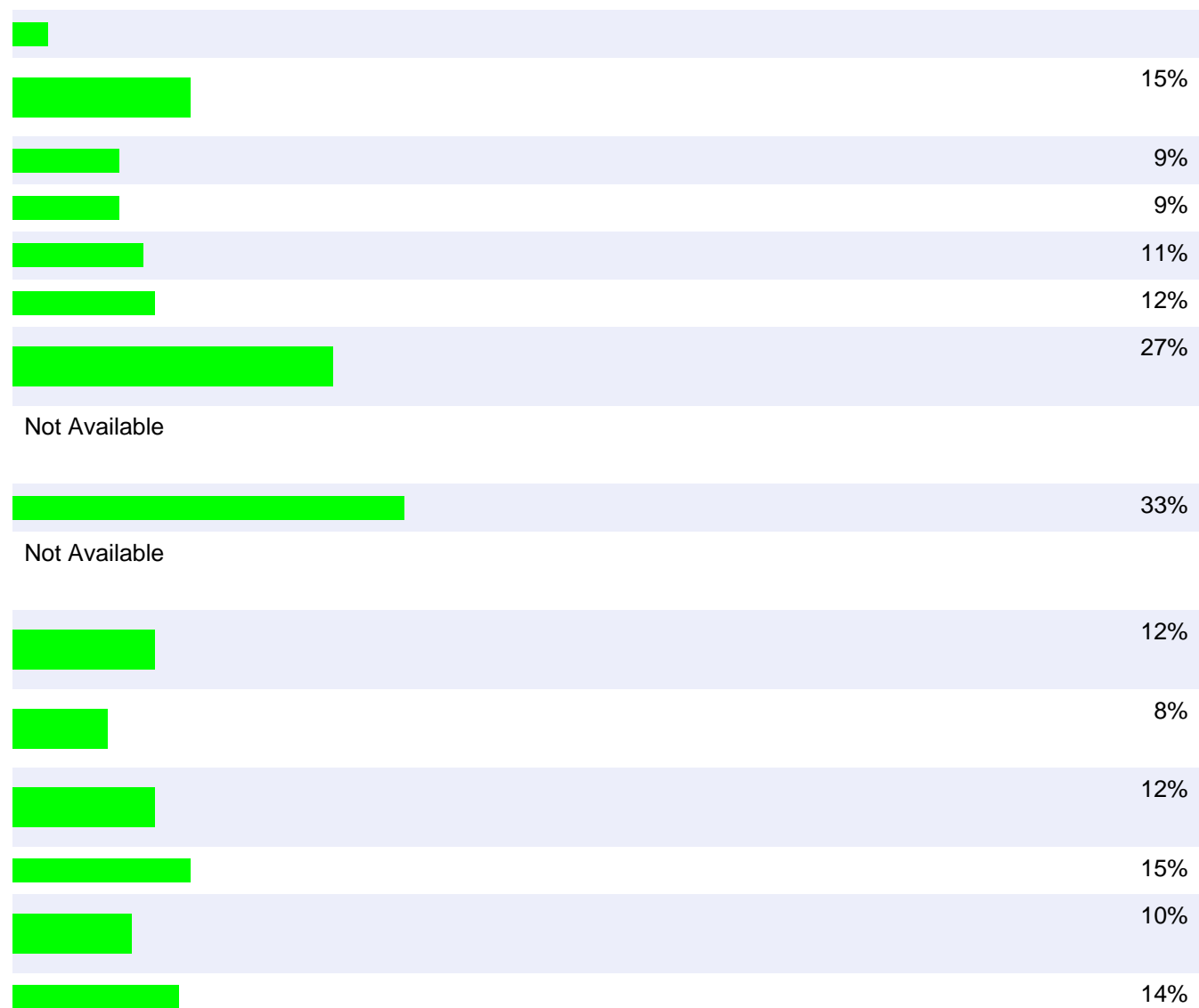


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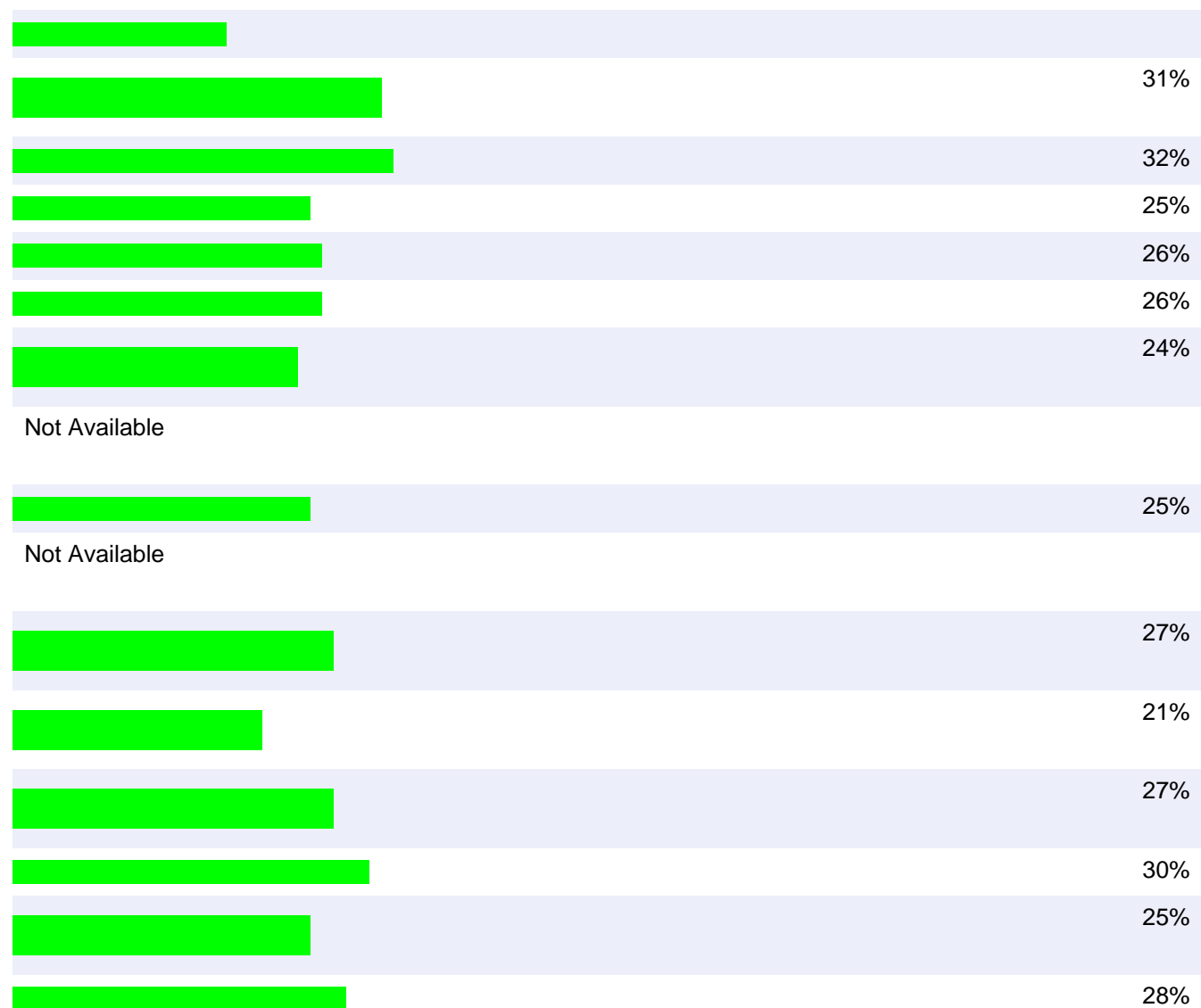
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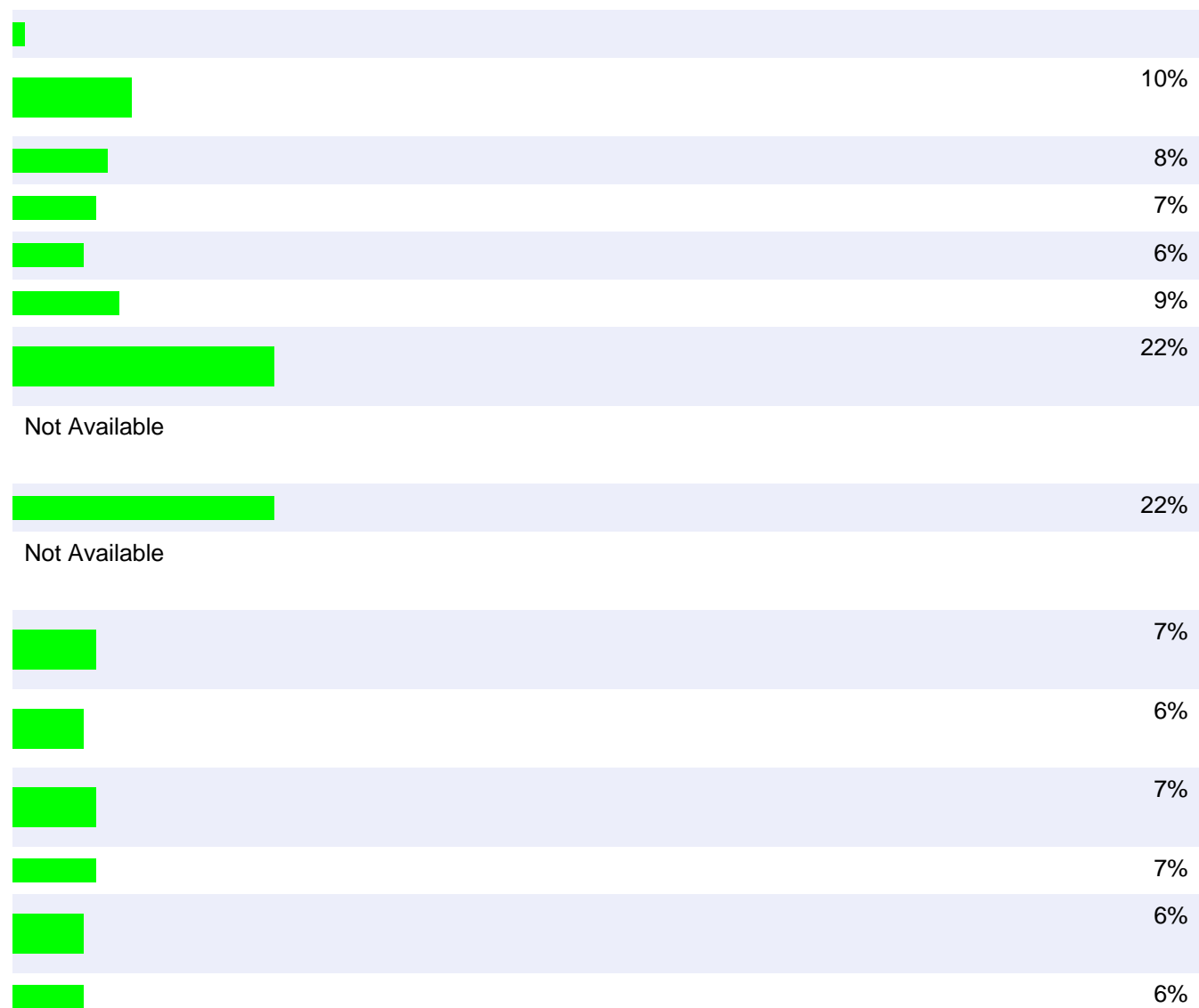
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Not Available



Not Available



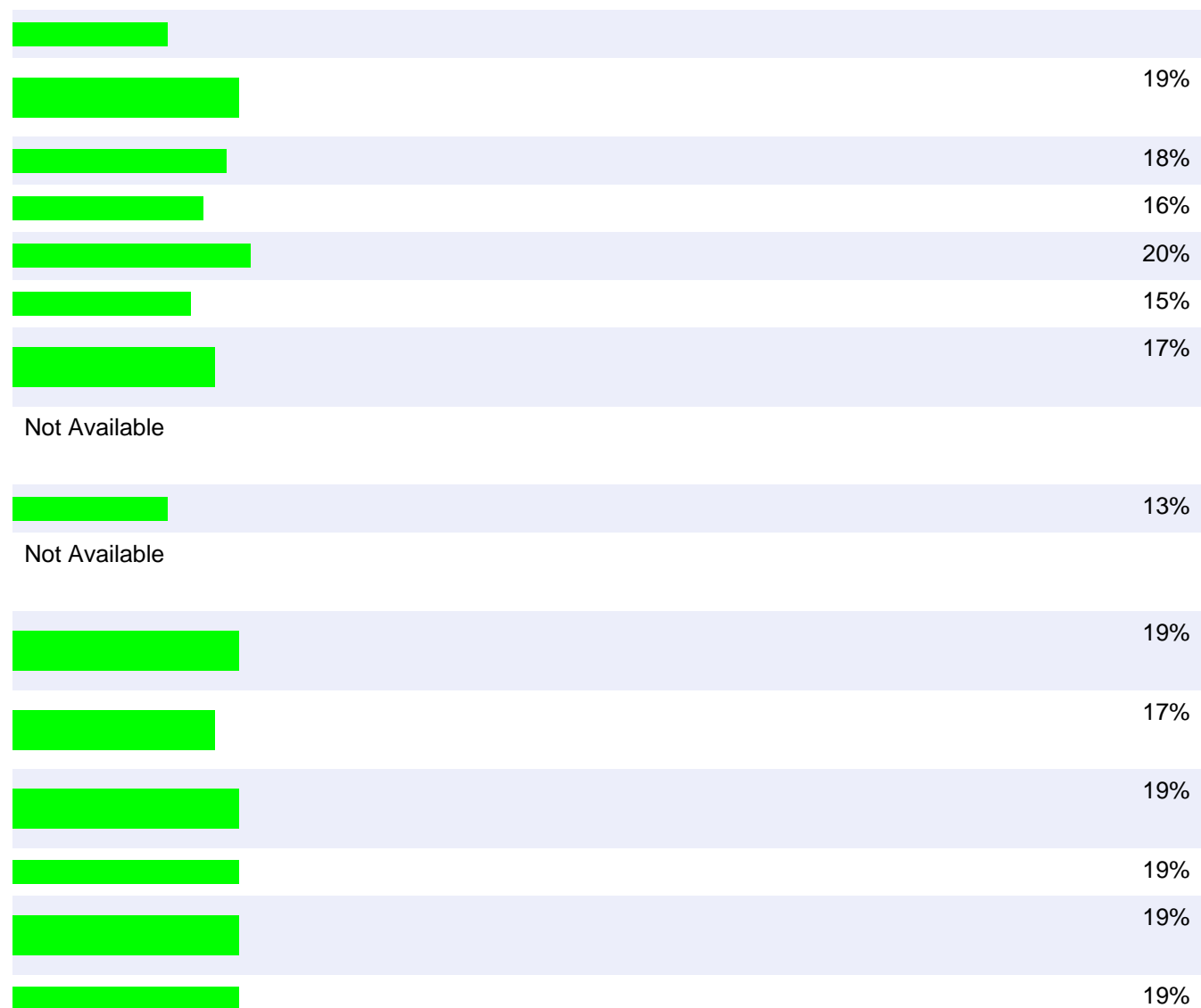
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Not Available



Not Available

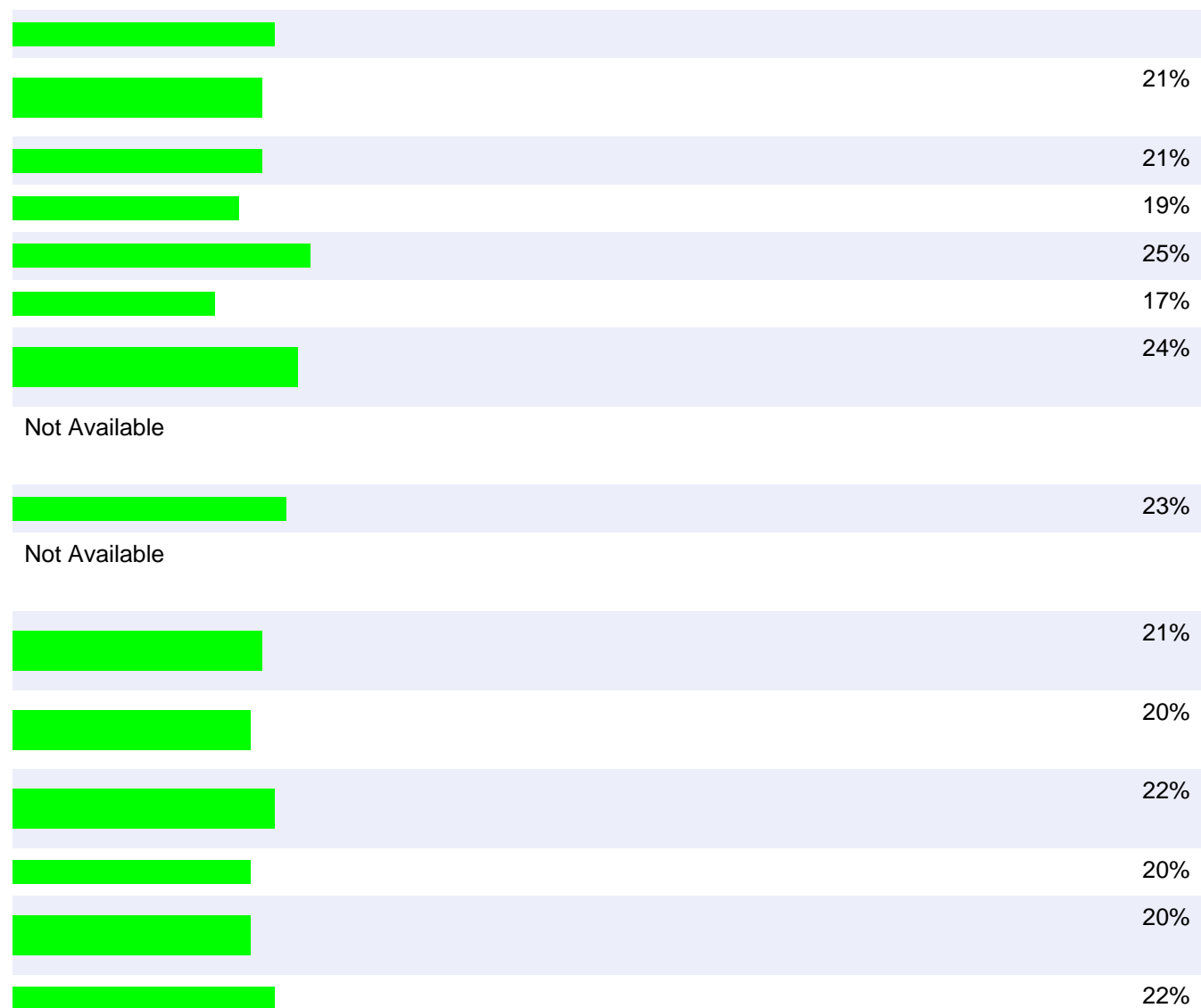


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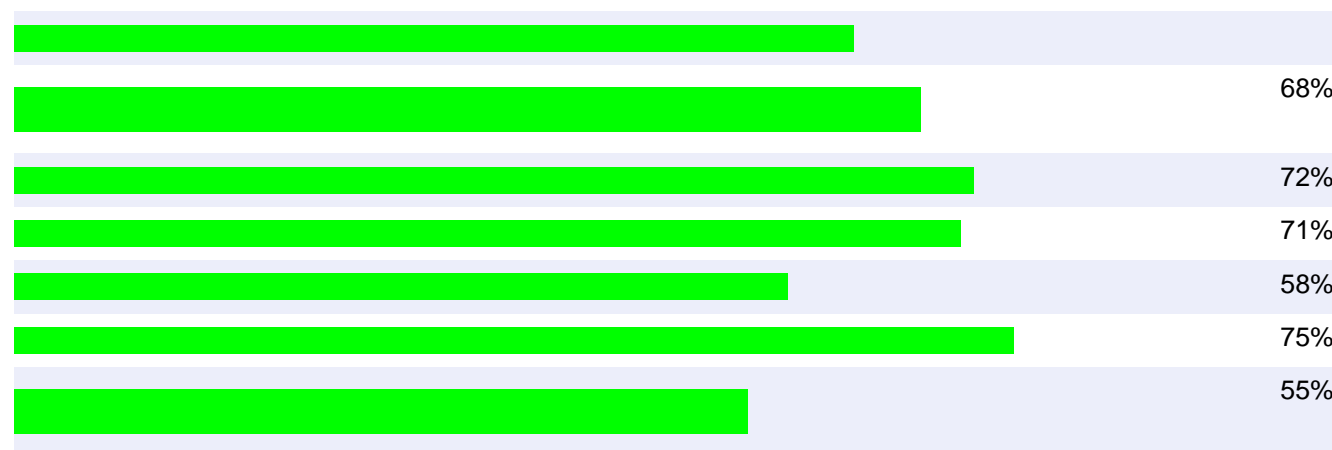
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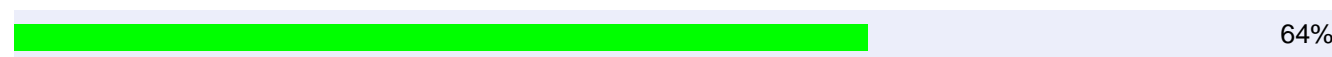


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Not Available

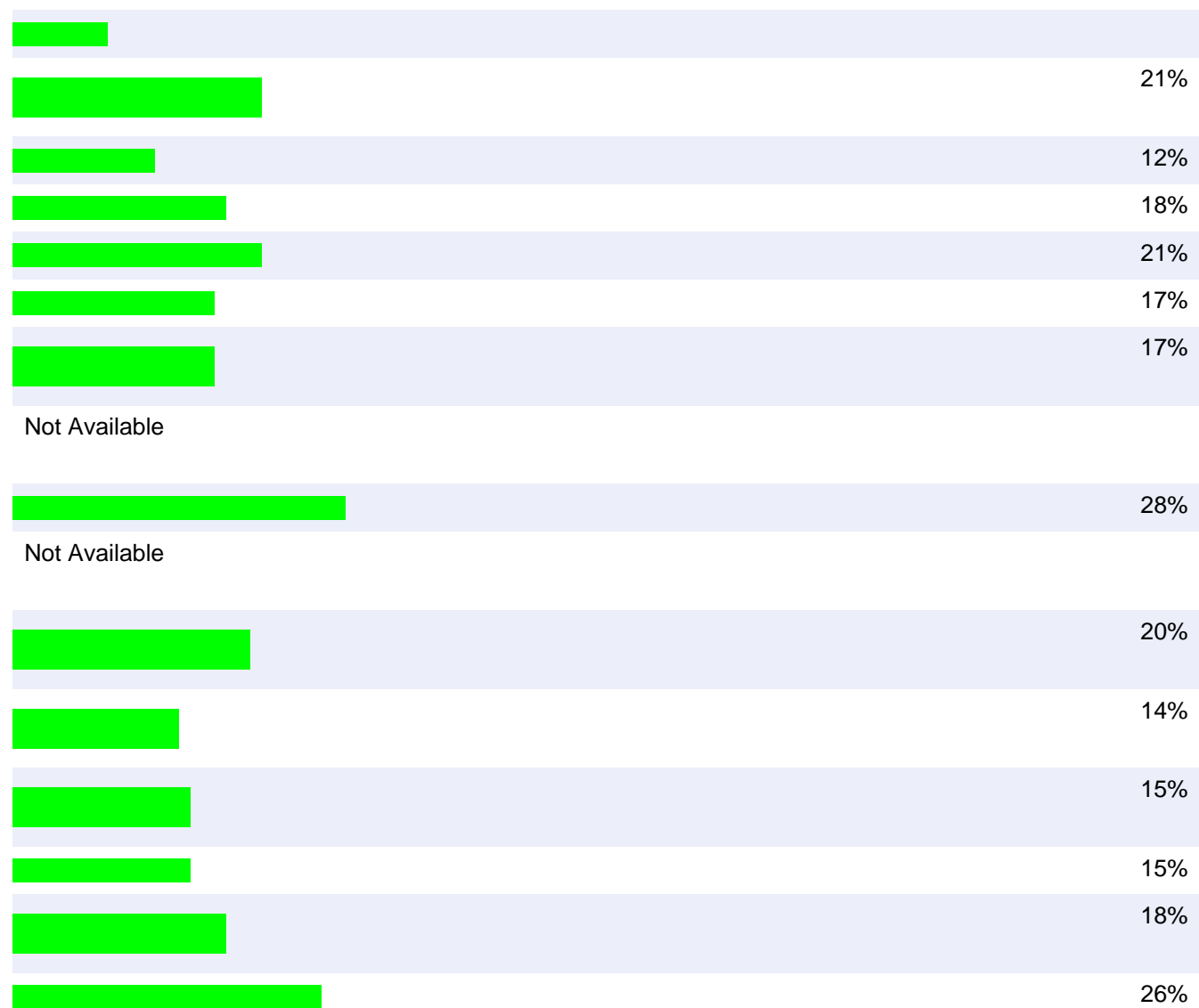


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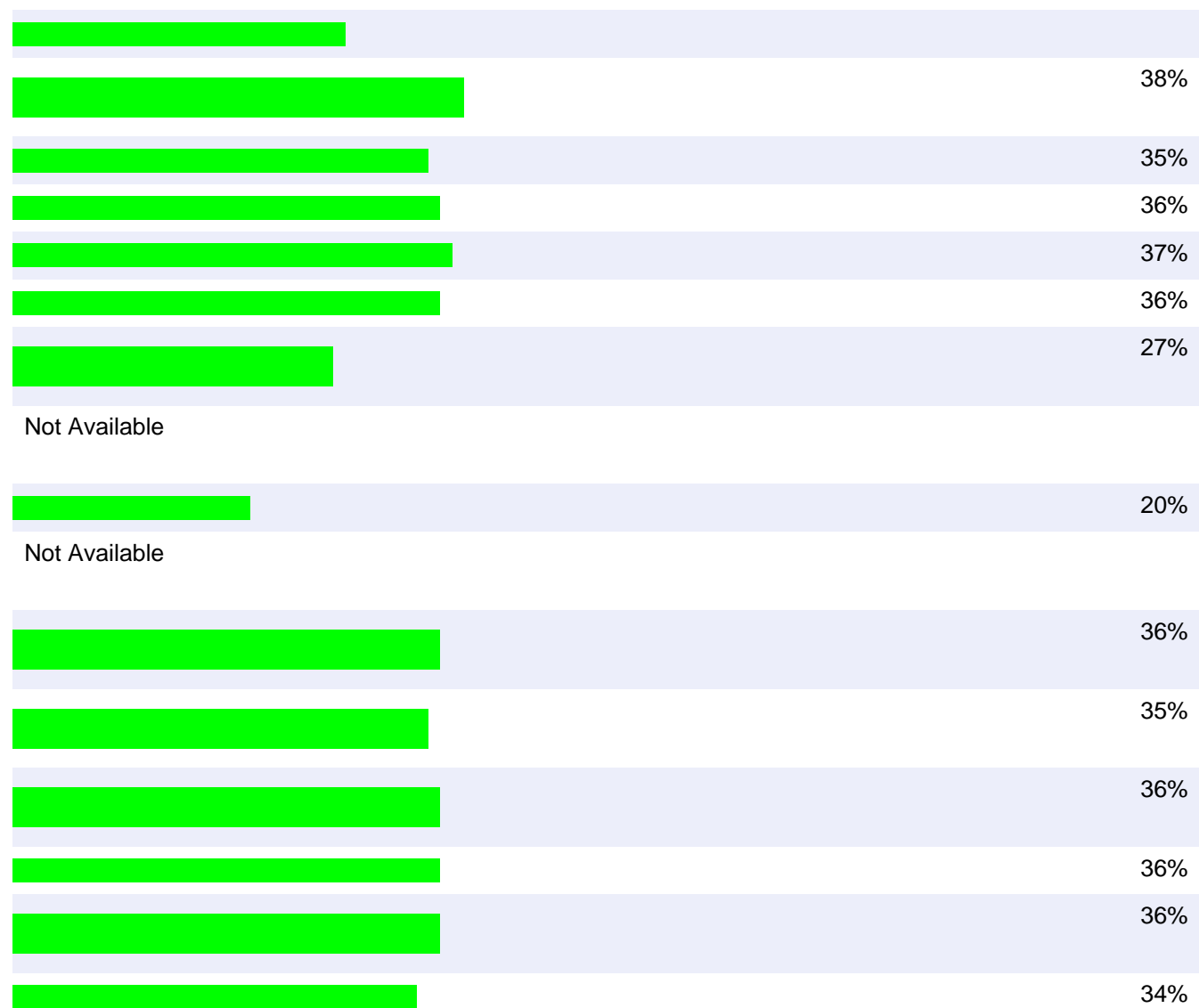
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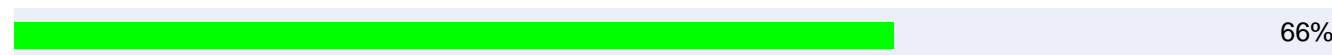


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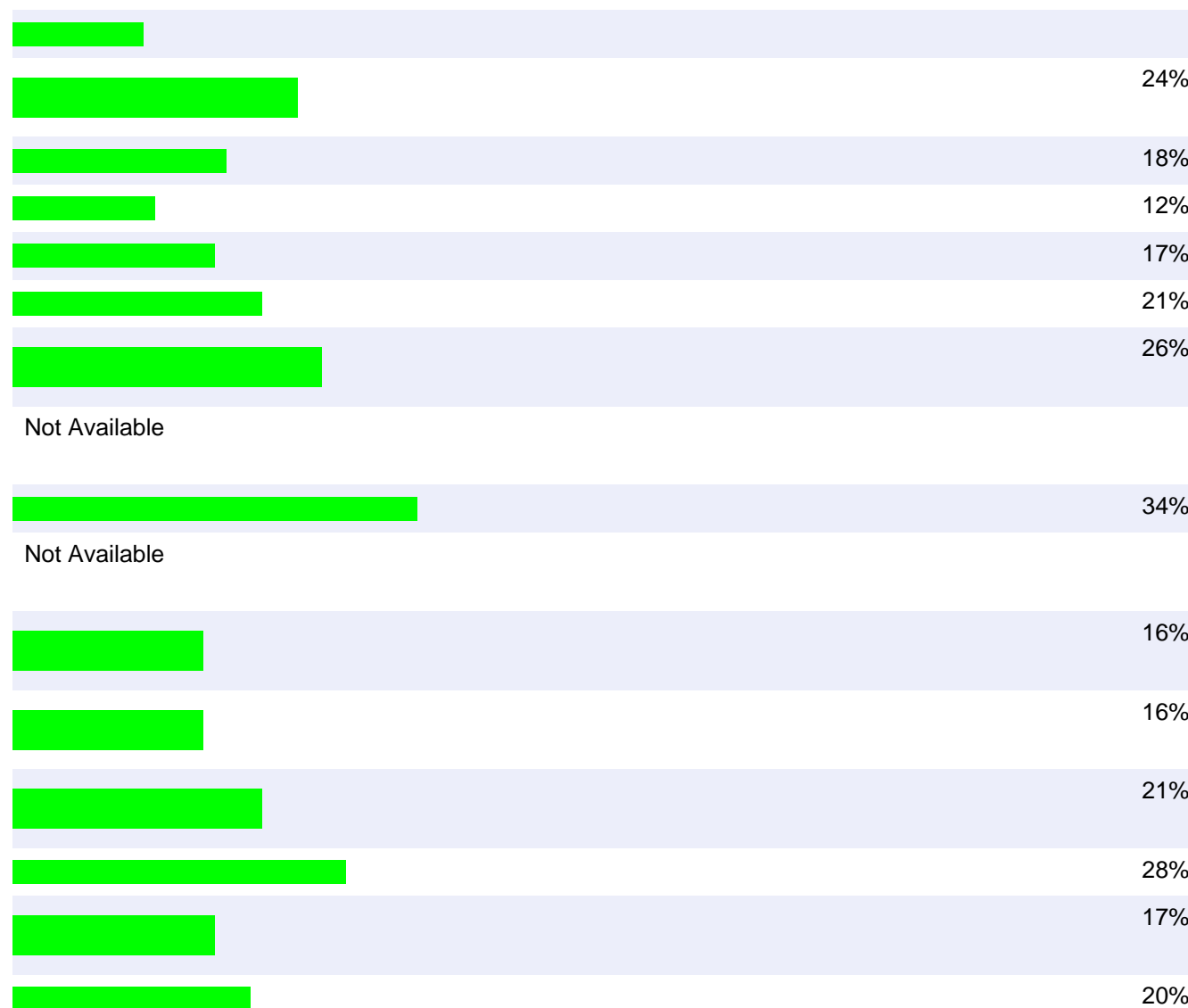


Not Available



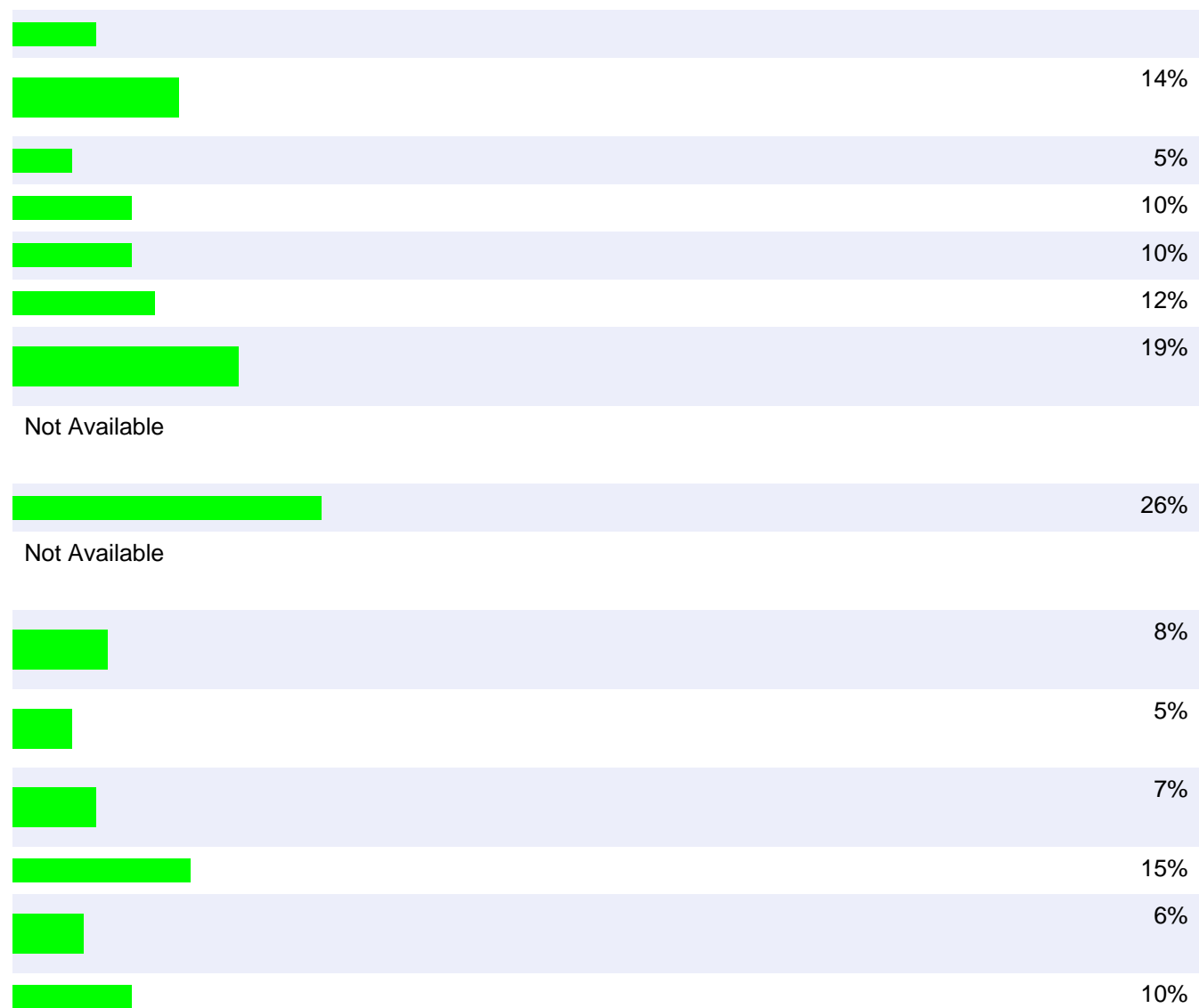
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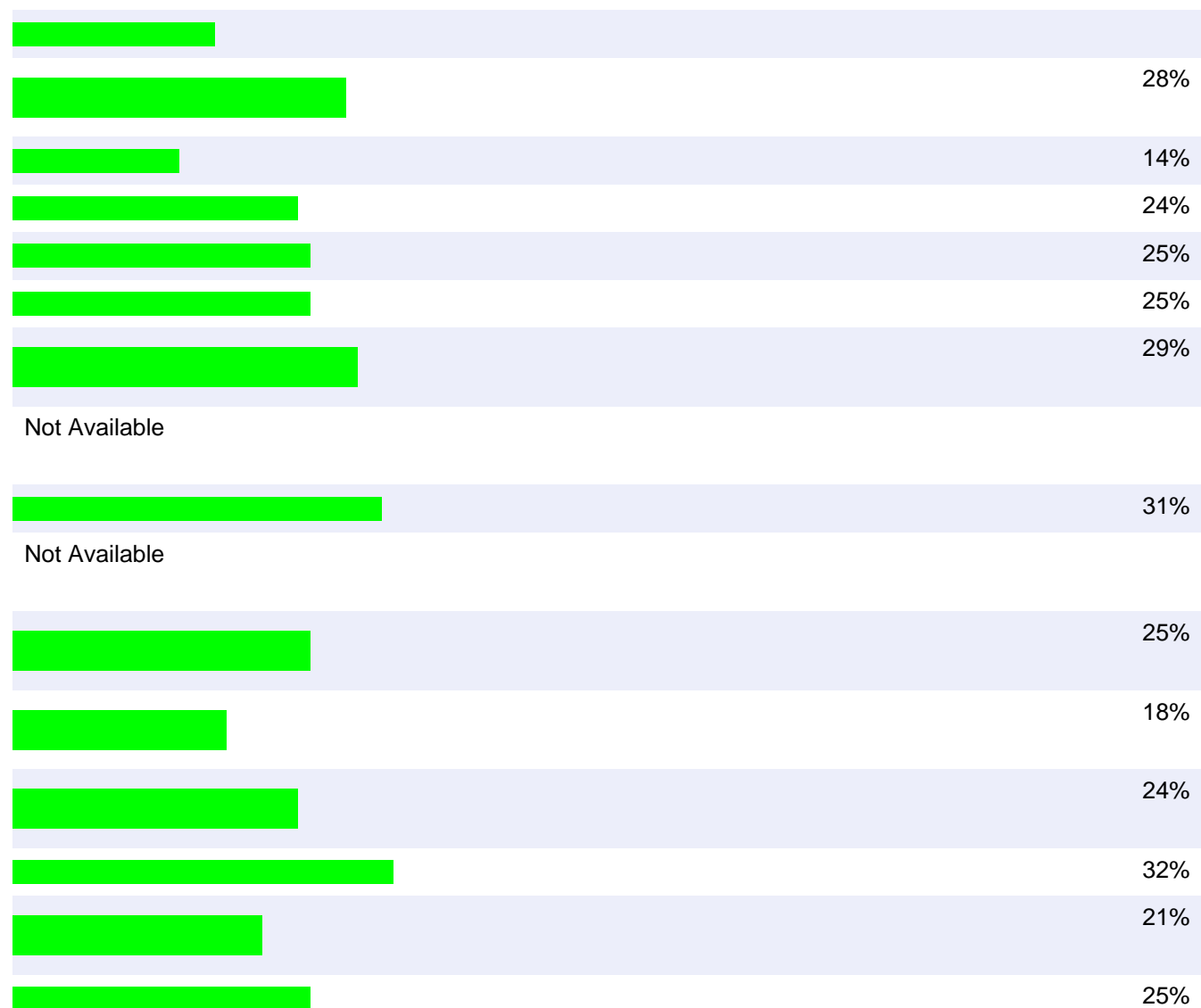
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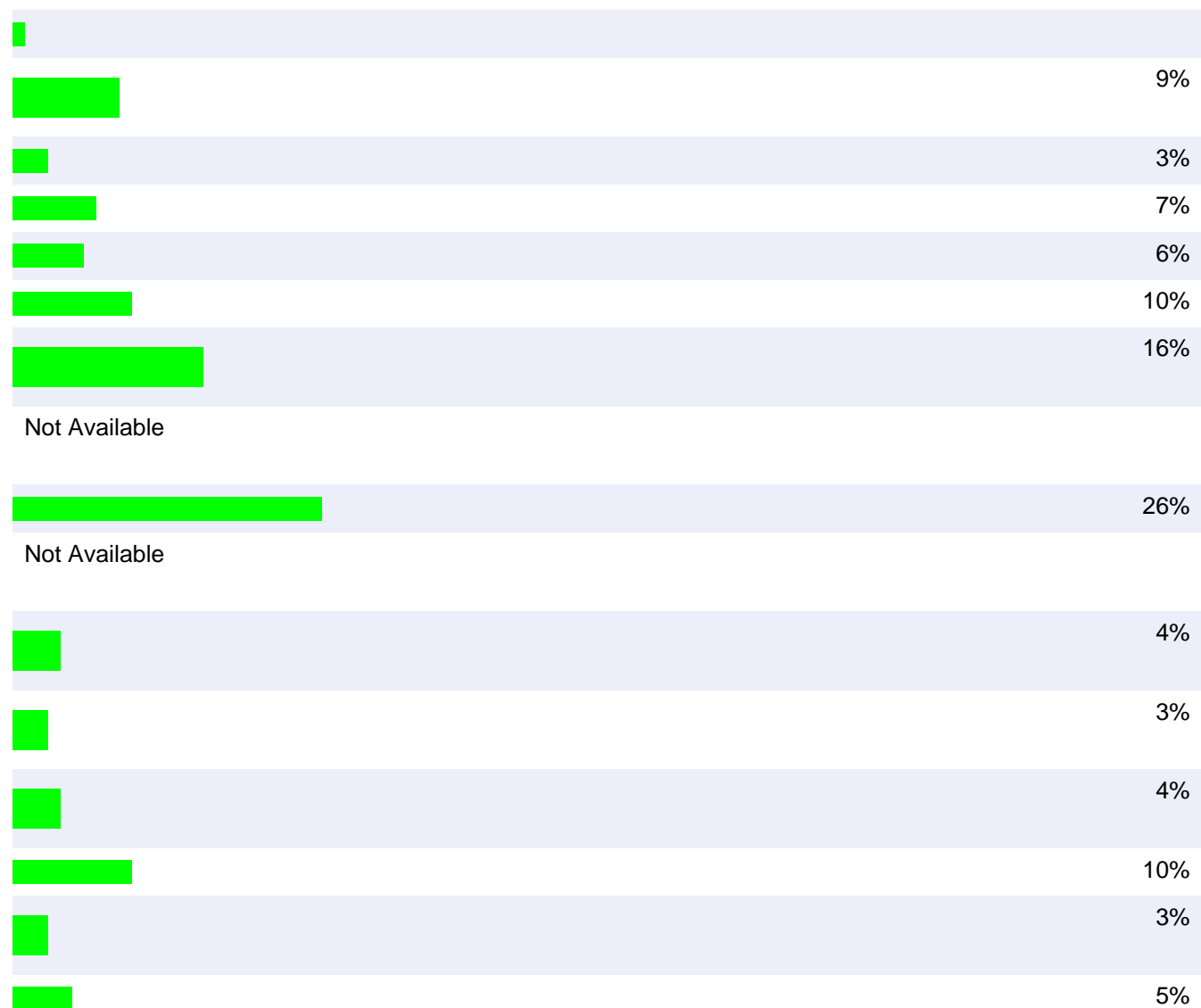
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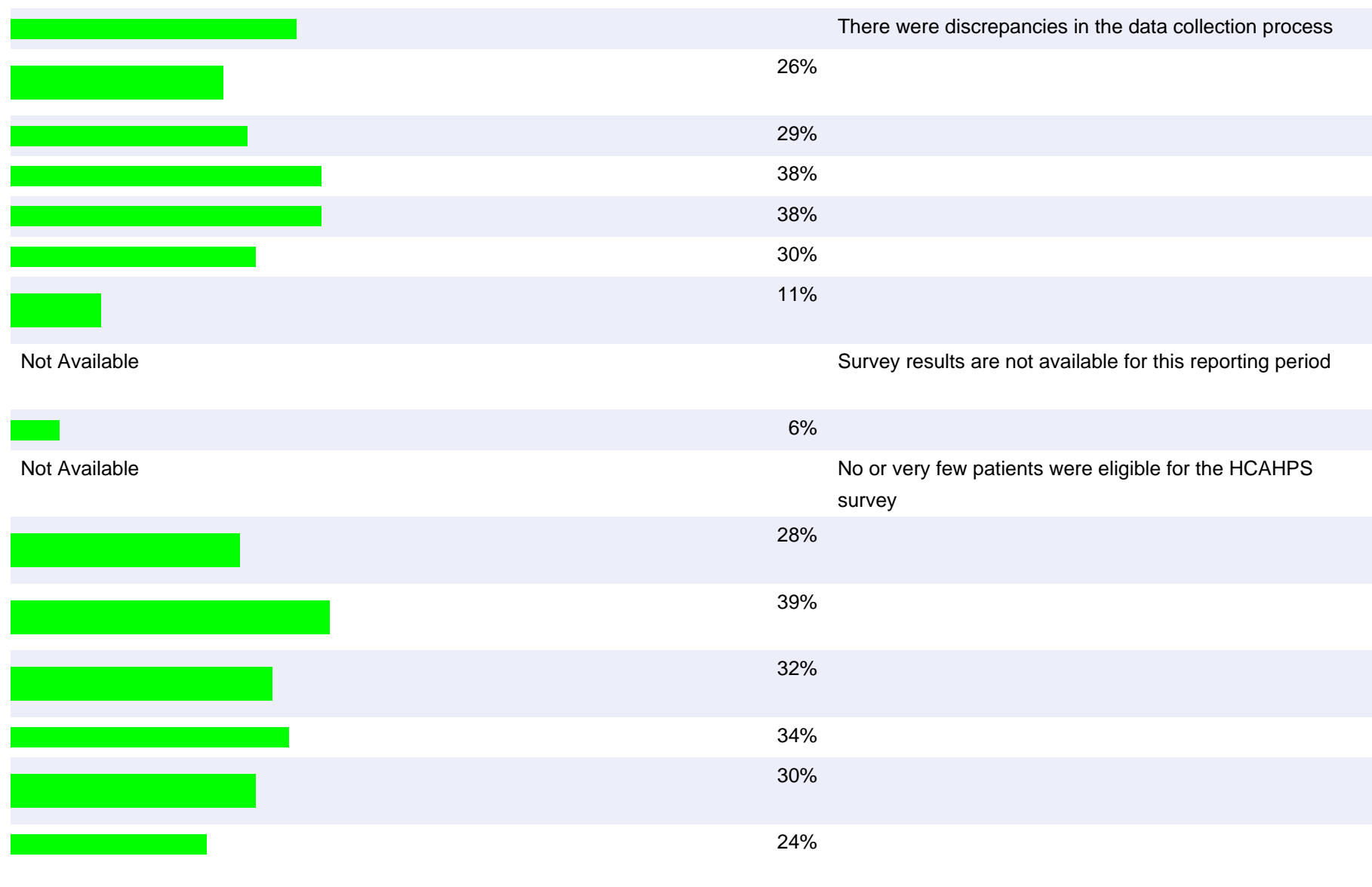
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|                     |
|---------------------|
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| Between 100 and 299 |
| Not Available       |
| Between 100 and 299 |
| Not Available       |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |

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|        |   |                            |
|--------|---|----------------------------|
| 050689 | SAN RAMON REGIONAL MEDICAL CTR                    | 6001 NORRIS CANYON ROAD    |
| 050690 | KAISER FOUNDATION HOSPITAL-SANTA ROSA             | 401 BICENTENNIAL WAY       |
| 050696 | KECK HOSPITAL OF USC                              | 1500 SAN PABLO ST          |
| 050697 | PATIENTS' HOSPITAL OF REDDING                     | 2900 EUREKA WAY            |
| 050701 | SOUTHWEST HEALTHCARE SYSTEM                       | 25500 MEDICAL CENTER DRIVE |
| 050704 | MISSION COMMUNITY HOSPITAL - PANORAMA             | 14850 ROSCOE BLVD          |
| 050708 | FRESNO SURGICAL HOSPITAL                          | 6125 NORTH FRESNO ST       |
| 050709 | DESERT VALLEY HOSPITAL                            | 16850 BEAR VALLEY RD       |
| 050710 | KAISER FOUNDATION HOSPITAL - FRESNO               | 7300 NORTH FRESNO ST       |
| 050714 | SUTTER MATERNITY & SURGERY CENTER OF SANTA CRUZ   | 2900 CHANTICLEER AVENUE    |
| 050717 | LAC/RANCHO LOS AMIGOS NATIONAL REHABILITATION CTR | 7601 EAST IMPERIAL HIGHWAY |
| 050723 | KAISER FOUNDATION HOSPITAL - BALDWIN PARK         | 1011 BALDWIN PARK BLVD     |
| 050724 | BAKERSFIELD HEART HOSPITAL                        | 3001 SILLECT AVENUE        |
| 050726 | STANISLAUS SURGICAL HOSPITAL                      | 1421 OAKDALE ROAD          |
| 050727 | COMMUNITY HOSPITAL OF LONG BEACH                  | 1720 TERMINO AVENUE        |
| 050732 | FRESNO HEART AND SURGICAL HOSPITAL                | 15 EAST AUDUBON DRIVE      |
| 050735 | WHITTIER HOSPITAL MEDICAL CENTER                  | 9080 COLIMA RD             |
| 050736 | MONTEREY PARK HOSPITAL                            | 900 S ATLANTIC BLVD        |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|  |               |    |
|--|---------------|----|
|  | SAN RAMON     | CA |
|  | SANTA ROSA    | CA |
|  | LOS ANGELES   | CA |
|  | REDDING       | CA |
|  | MURRIETA      | CA |
|  | PANORAMA CITY | CA |
|  | FRESNO        | CA |
|  | VICTORVILLE   | CA |
|  | FRESNO        | CA |
|  | SANTA CRUZ    | CA |
|  | DOWNEY        | CA |
|  | BALDWIN PARK  | CA |
|  | BAKERSFIELD   | CA |
|  | MODESTO       | CA |
|  | LONG BEACH    | CA |
|  | FRESNO        | CA |
|  | WHITTIER      | CA |
|  | MONTEREY PARK | CA |



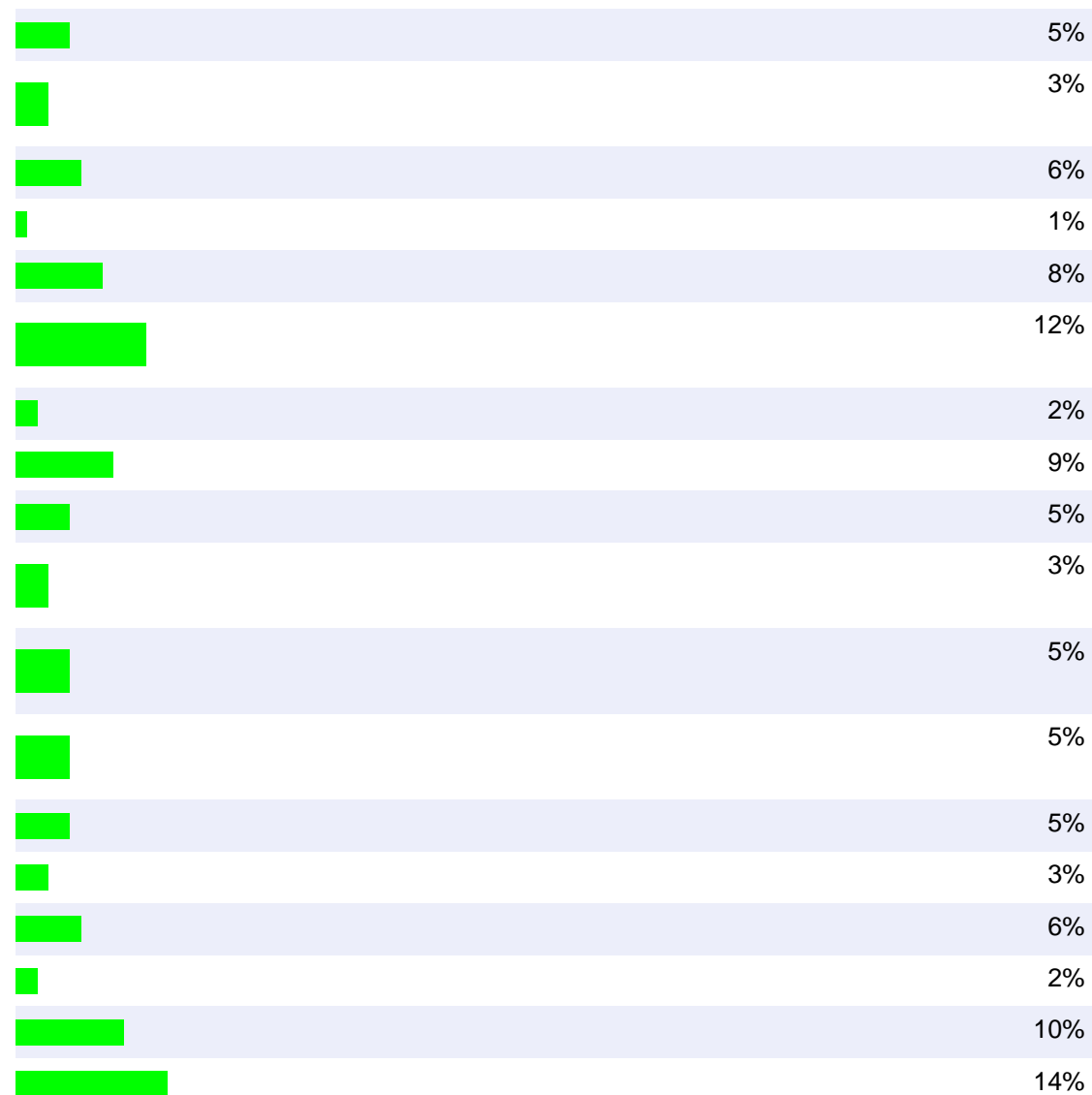
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|       |                |            |
|-------|----------------|------------|
| 94583 | CONTRA COSTA   | 9252759200 |
| 95403 | SONOMA         | 7075714000 |
| 90033 | LOS ANGELES    | 3234428656 |
| 96001 | SHASTA         | 5302258700 |
| 92562 | RIVERSIDE      | 9516966000 |
| 91402 | LOS ANGELES    | 8187872222 |
| 93710 | FRESNO         | 5594318000 |
| 92395 | SAN BERNARDINO | 7602418000 |
| 93720 | FRESNO         | 5594484500 |
| 95065 | SANTA CRUZ     | 8314772200 |
| 90242 | ORANGE         | 5624017022 |
| 91706 | LOS ANGELES    | 6268511011 |
| 93308 | KERN           | 6613166000 |
| 95355 | STANISLAUS     | 2095722700 |
| 90804 | LOS ANGELES    | 5624940600 |
| 93720 | FRESNO         | 5594338000 |
| 90605 | LOS ANGELES    | 5629453561 |
| 91754 | LOS ANGELES    | 6265709000 |

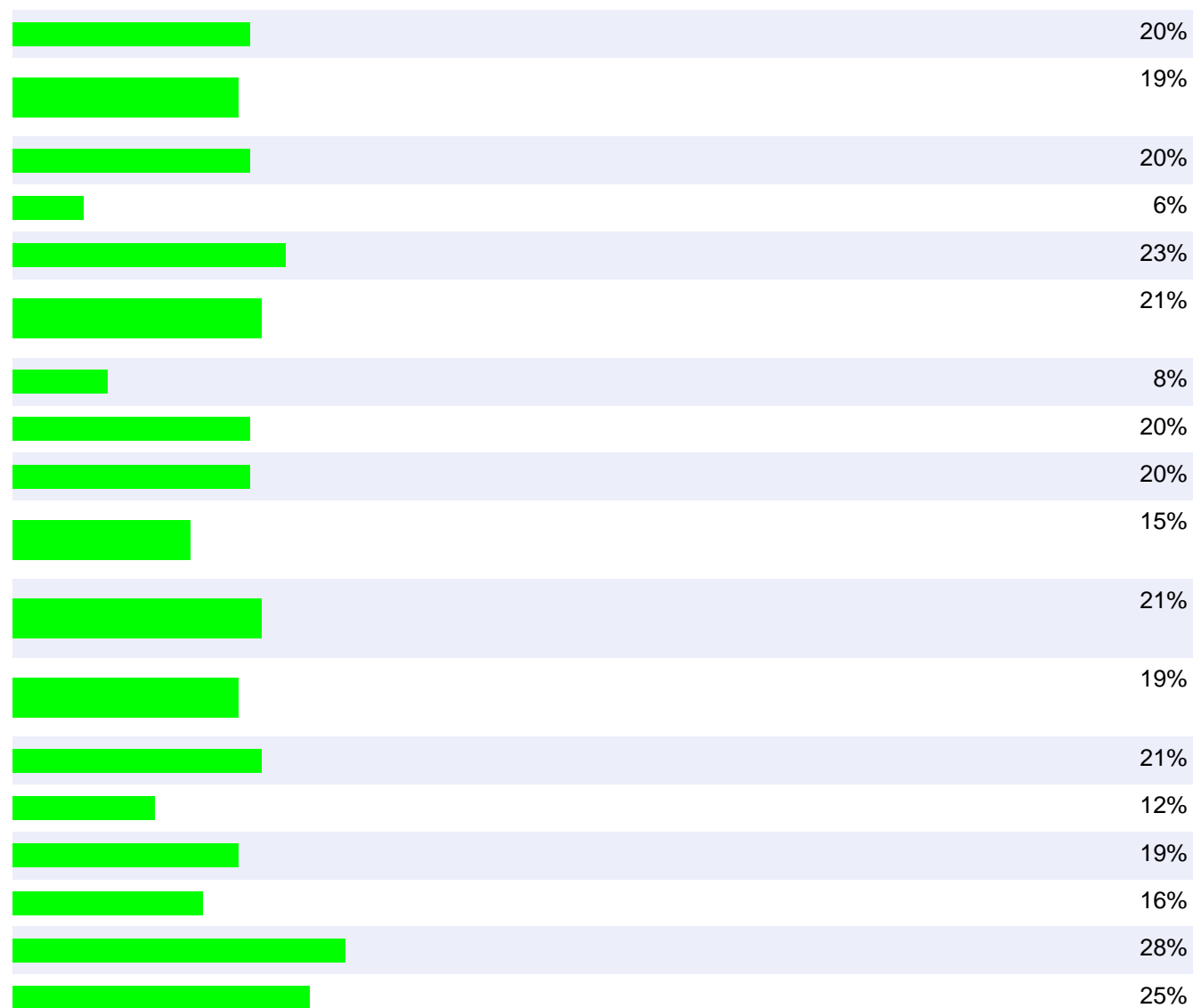
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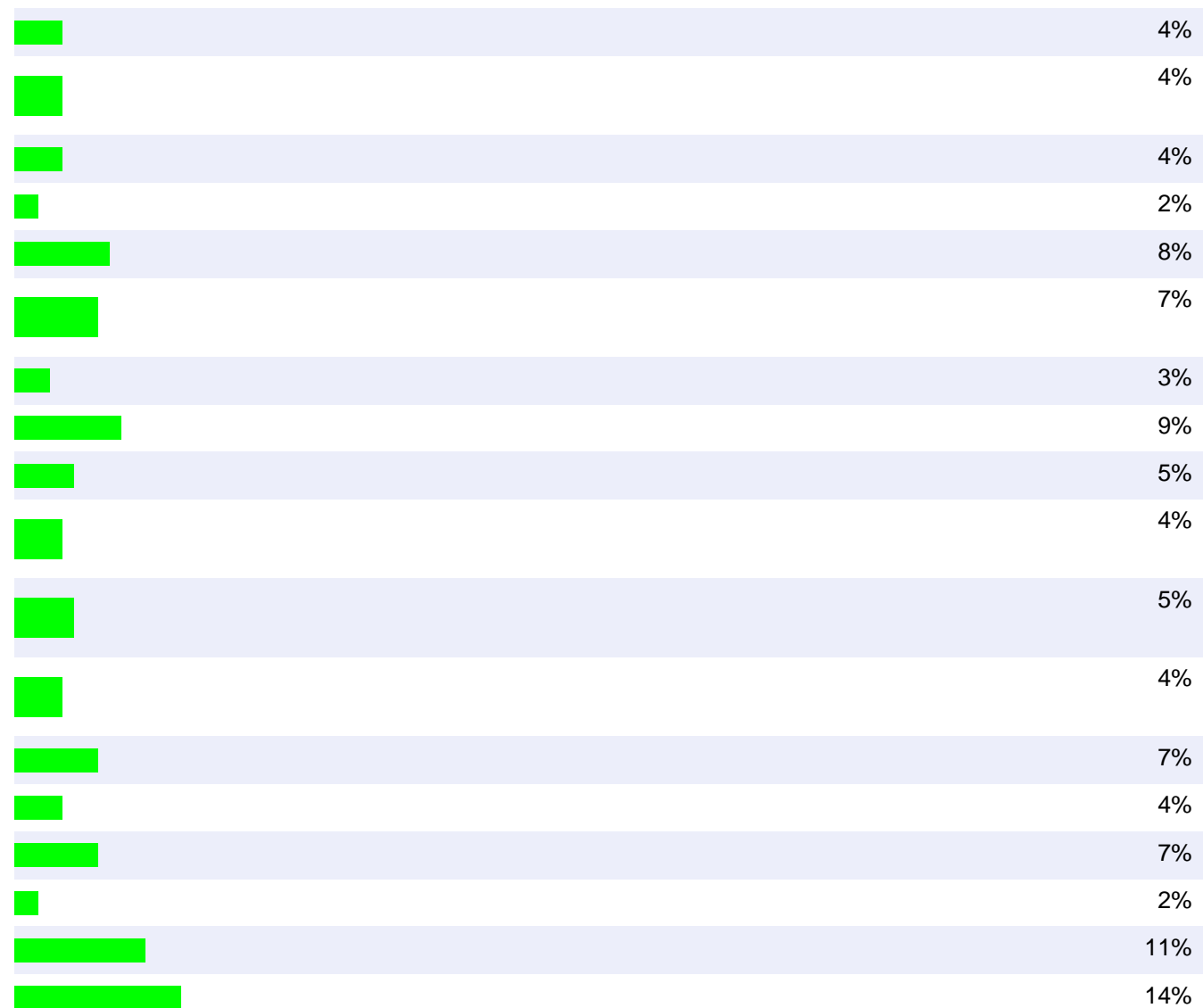
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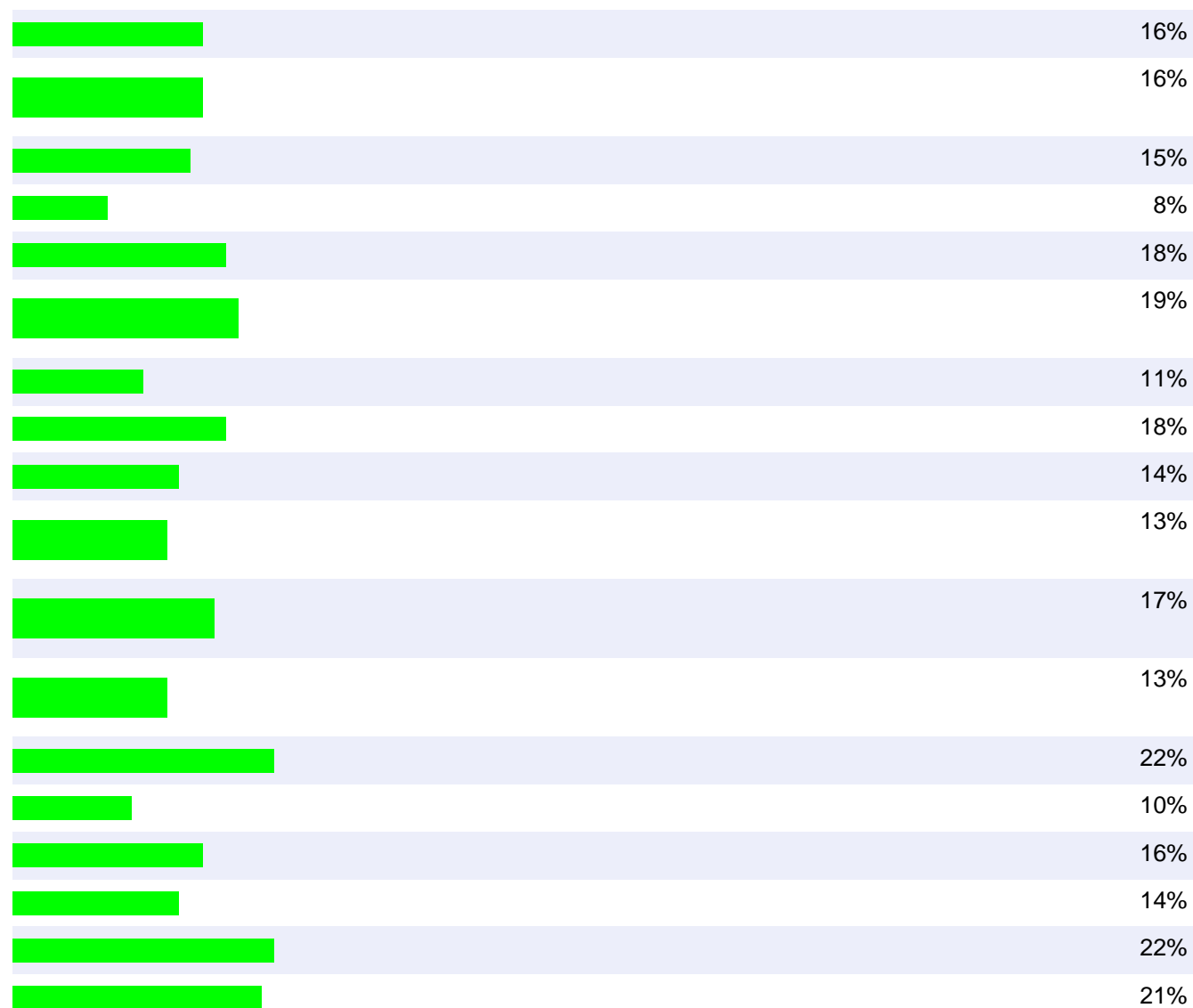
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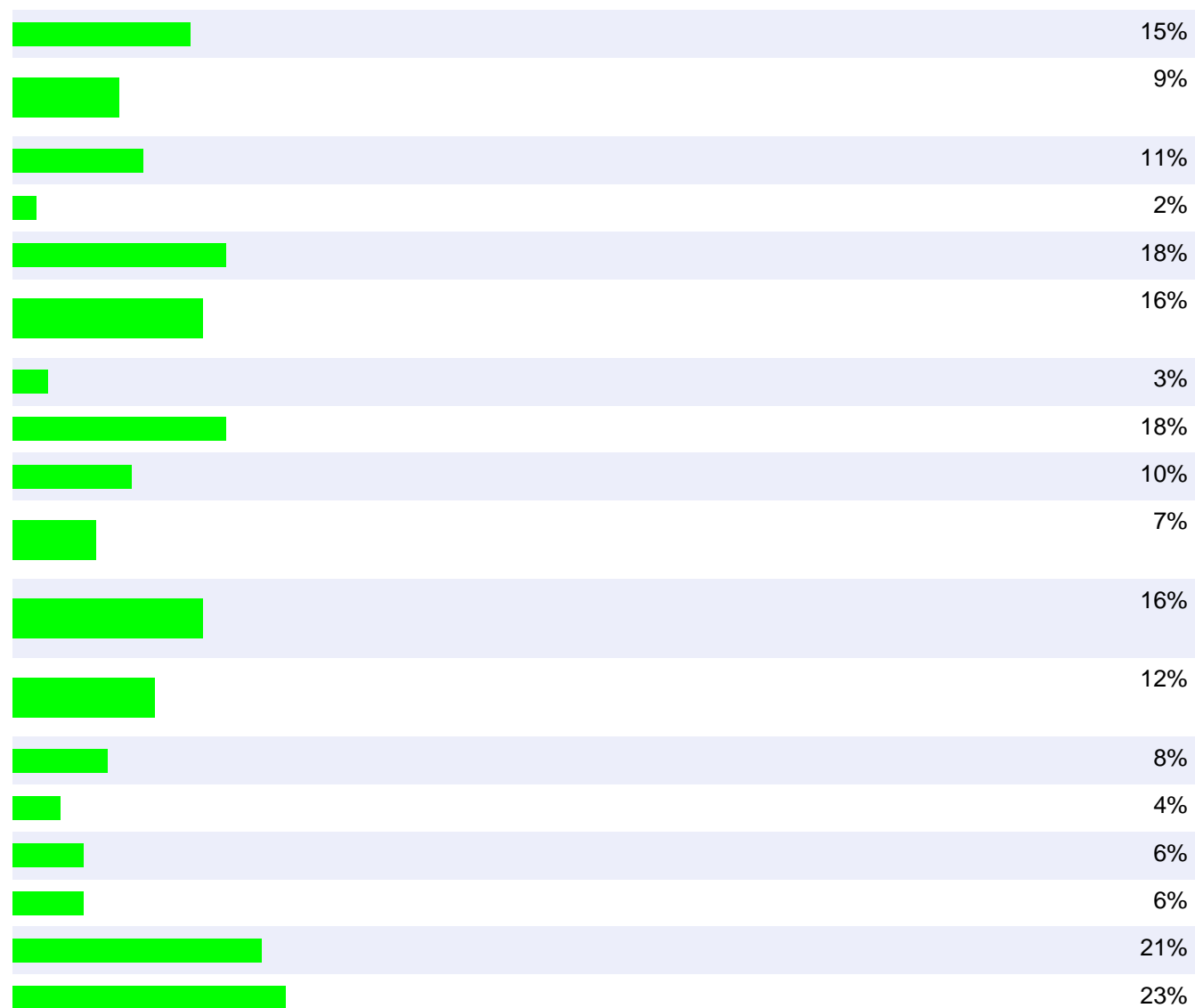
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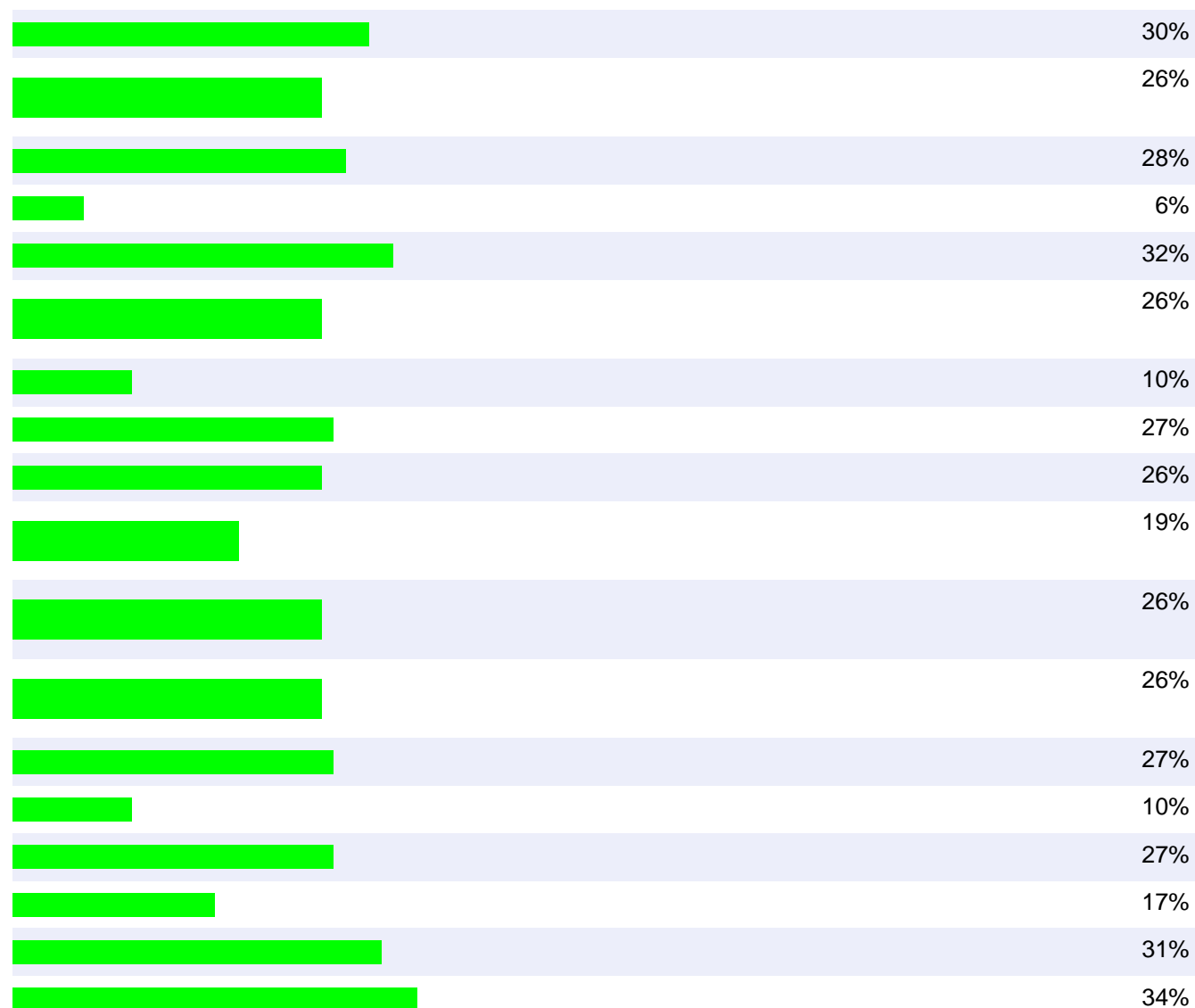
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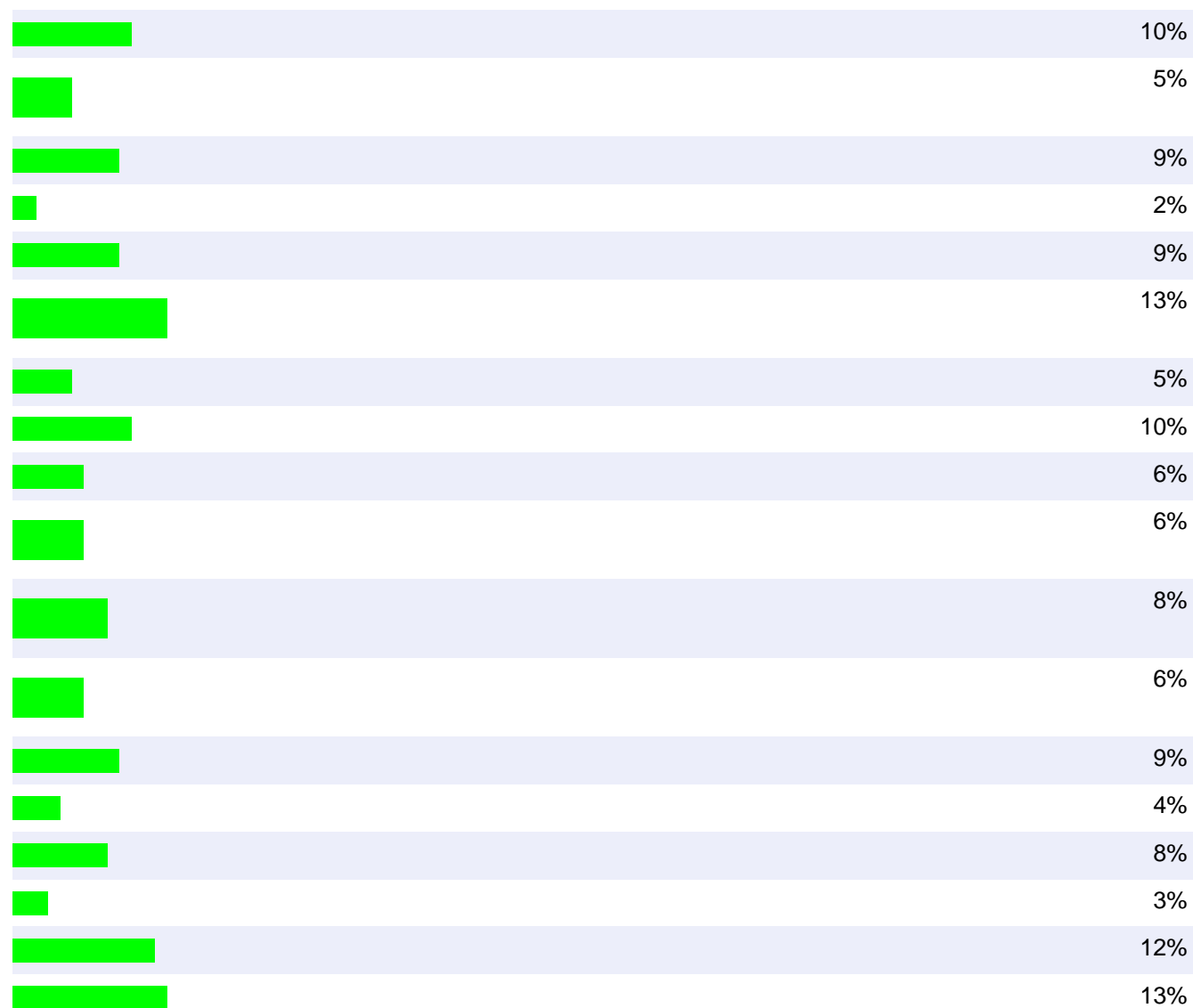
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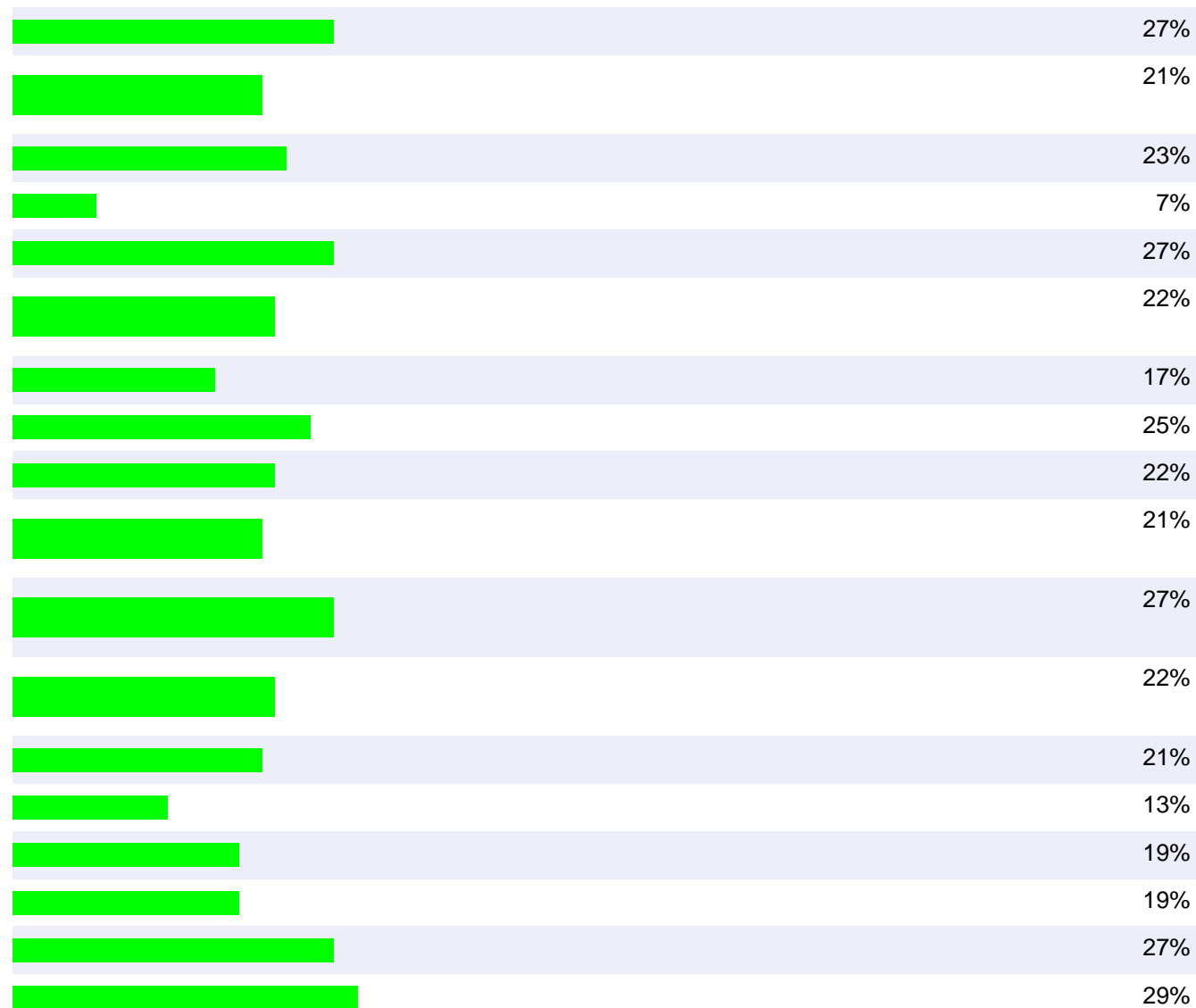
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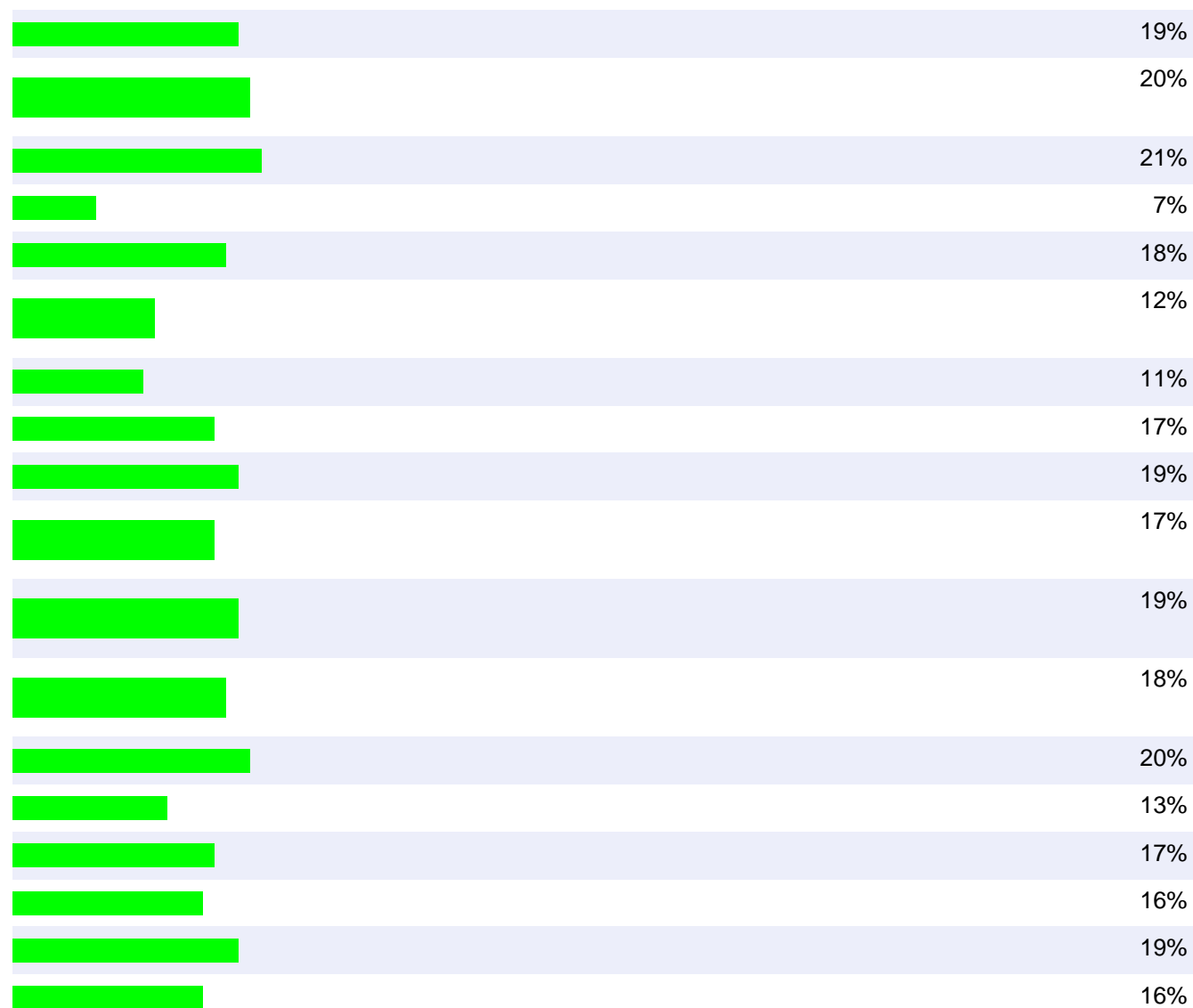
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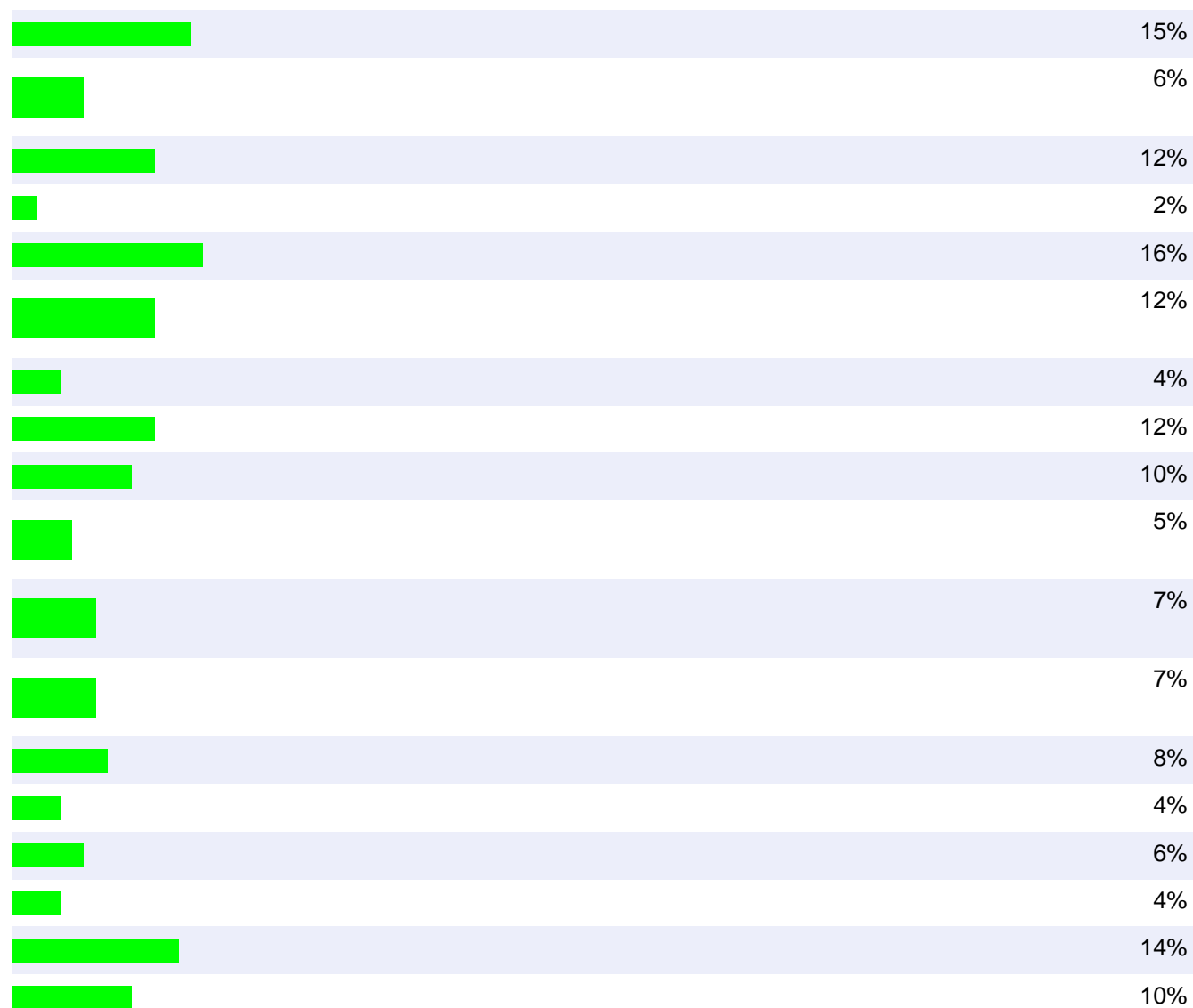
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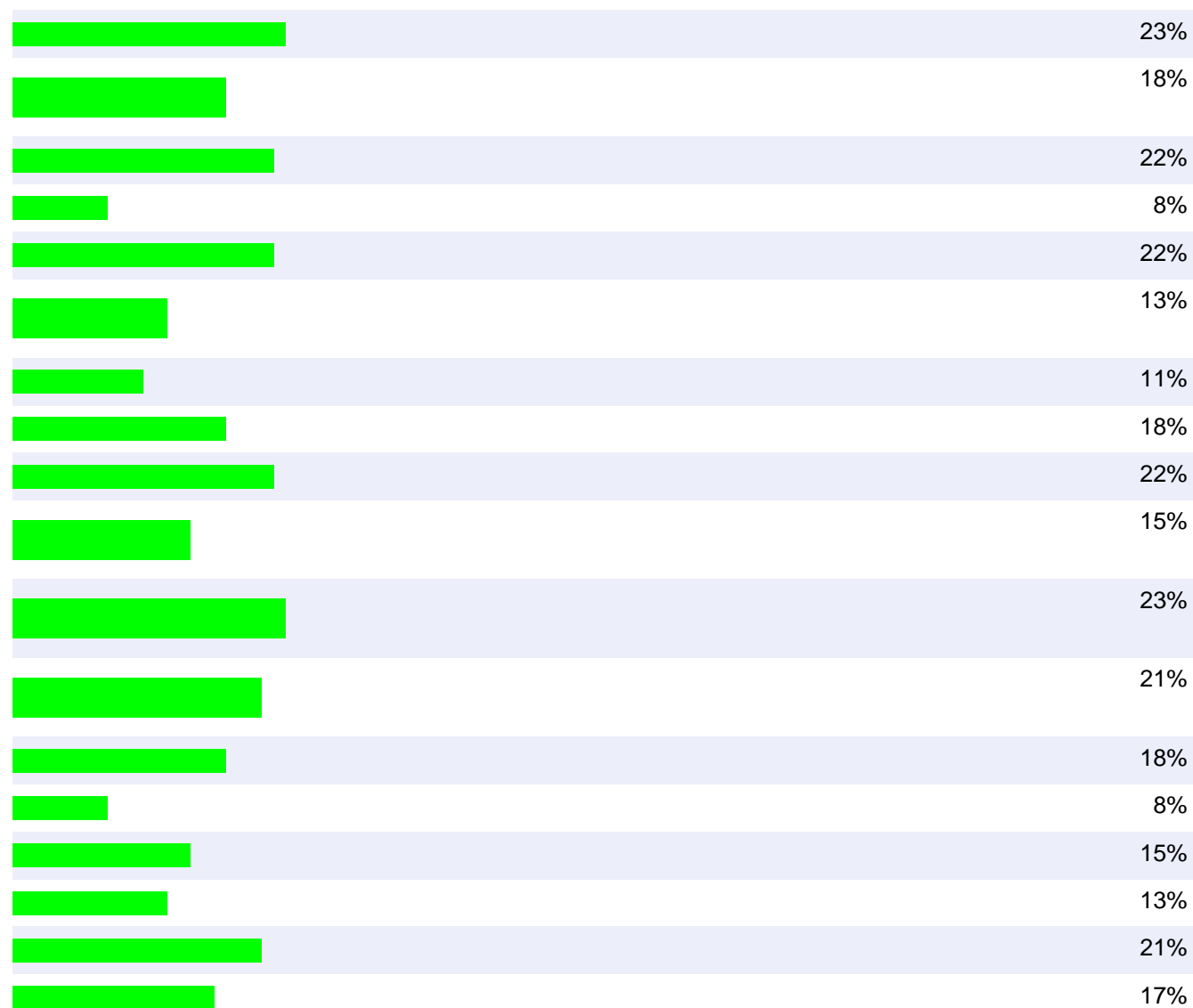
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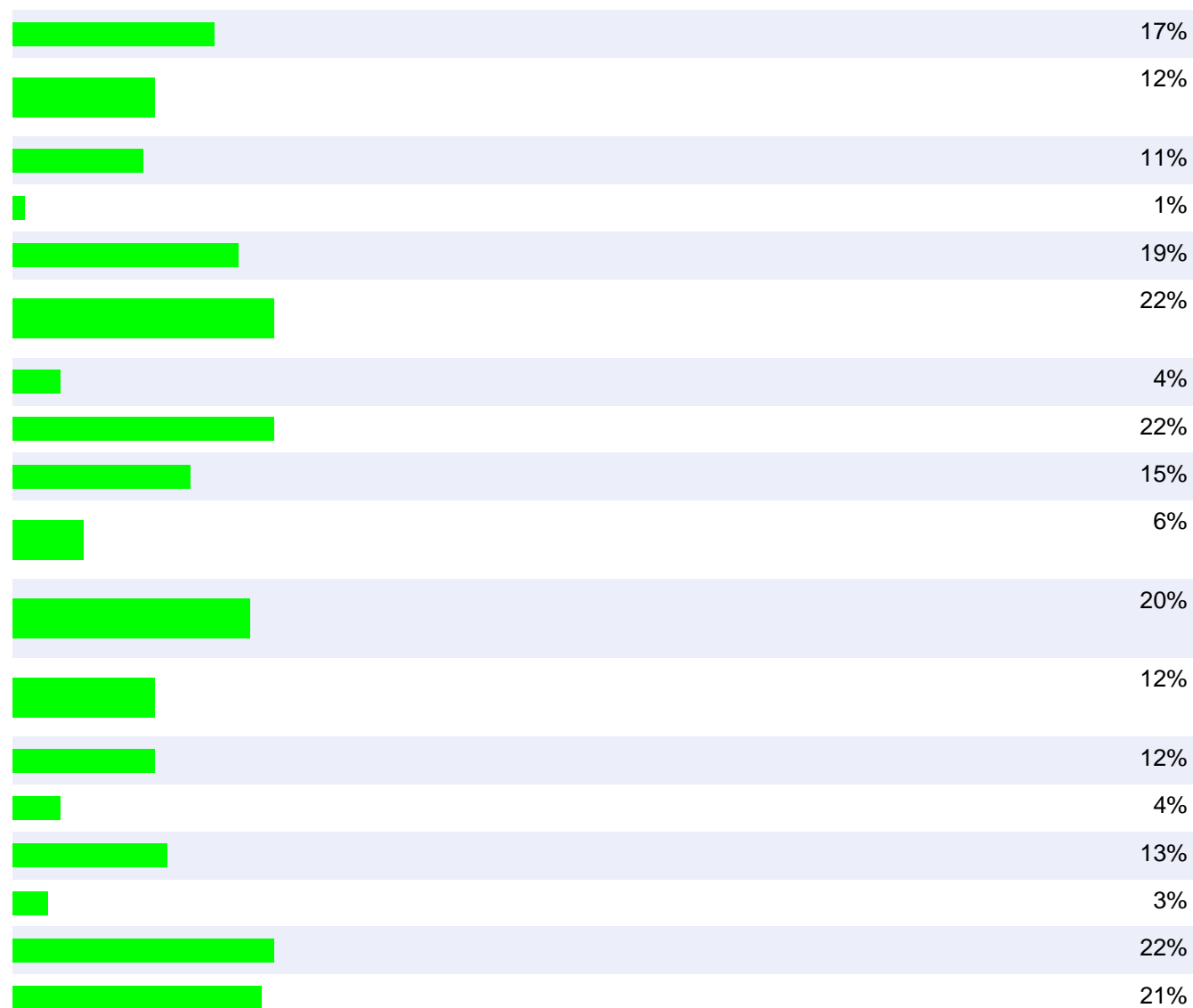
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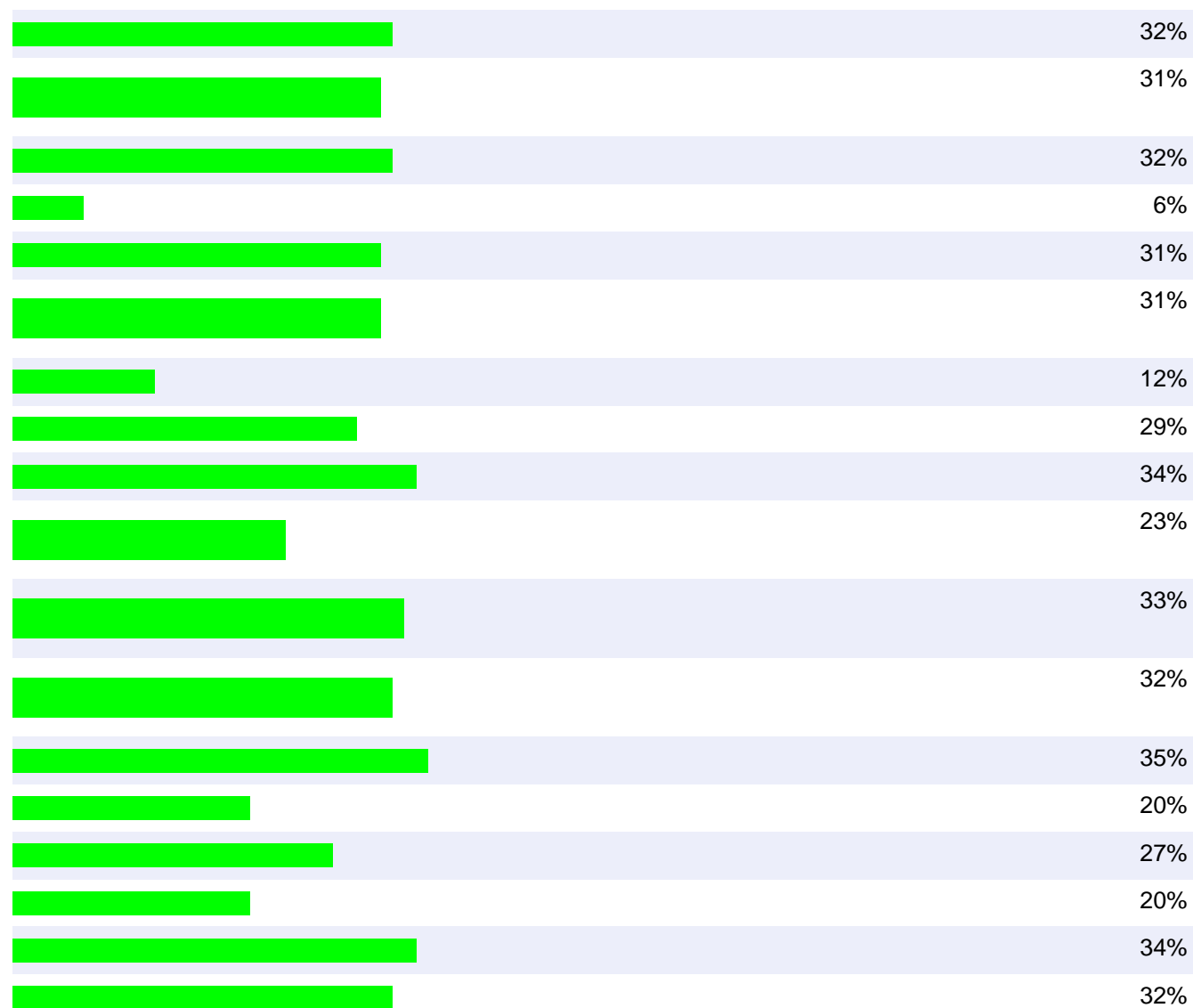
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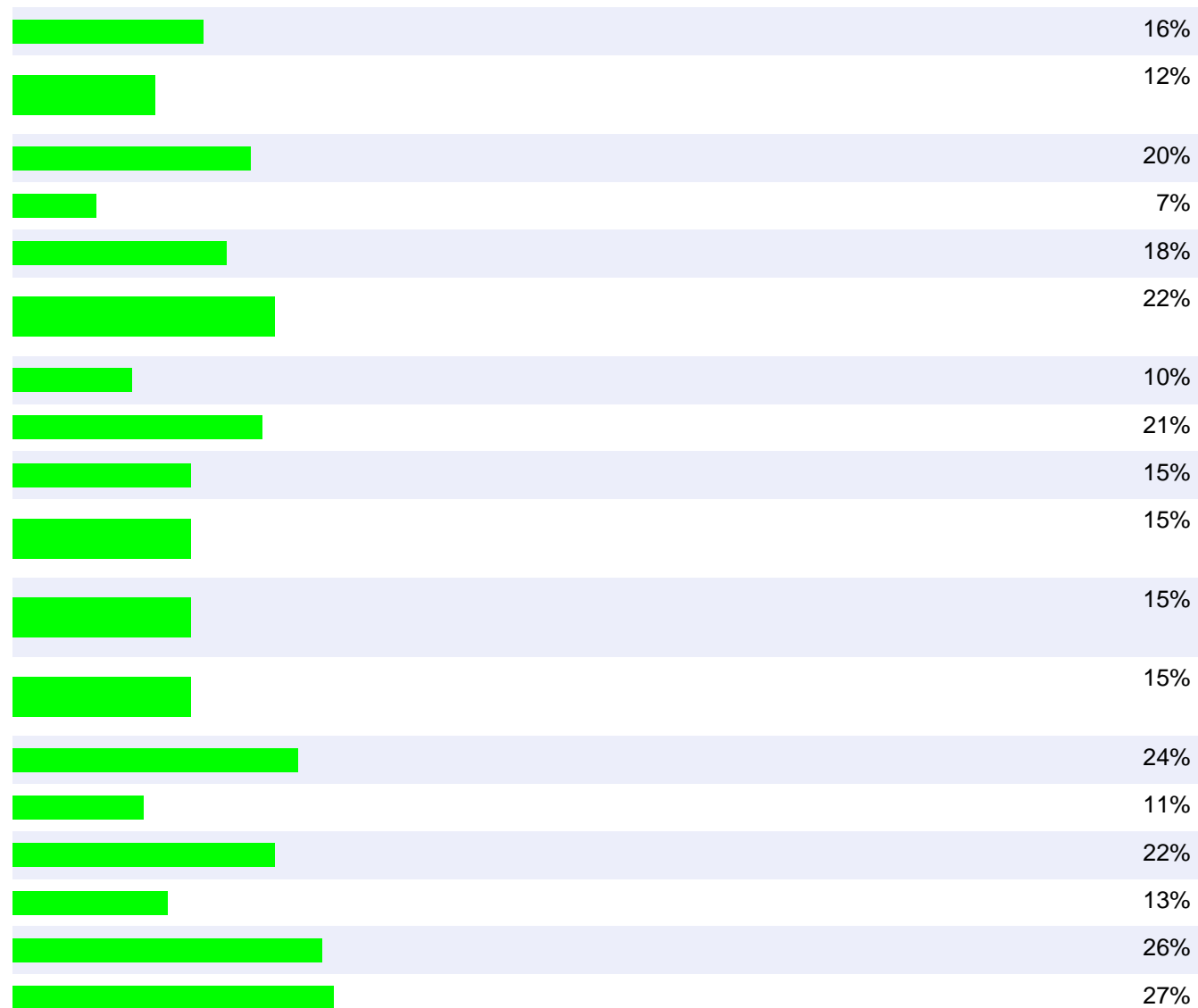
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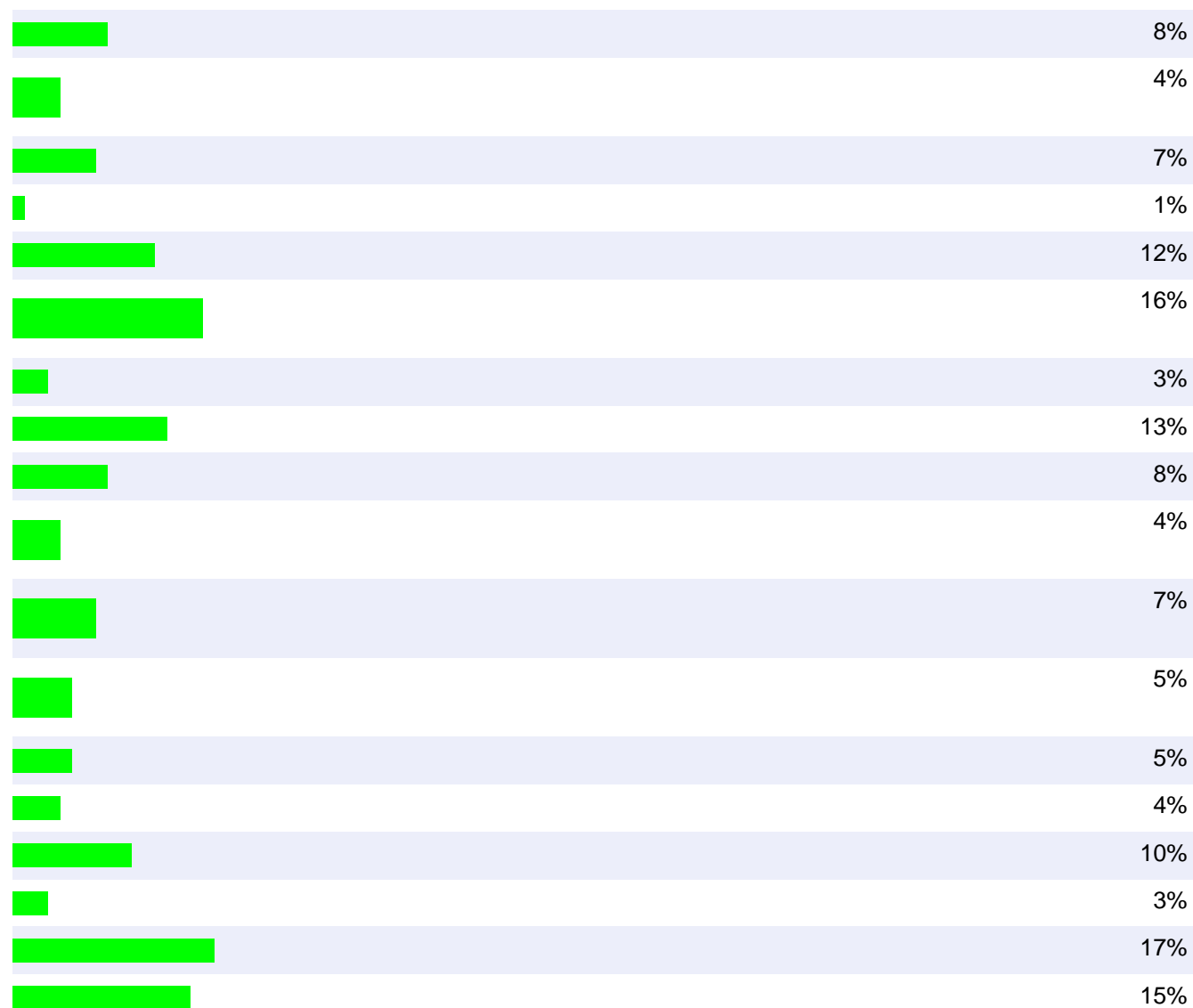
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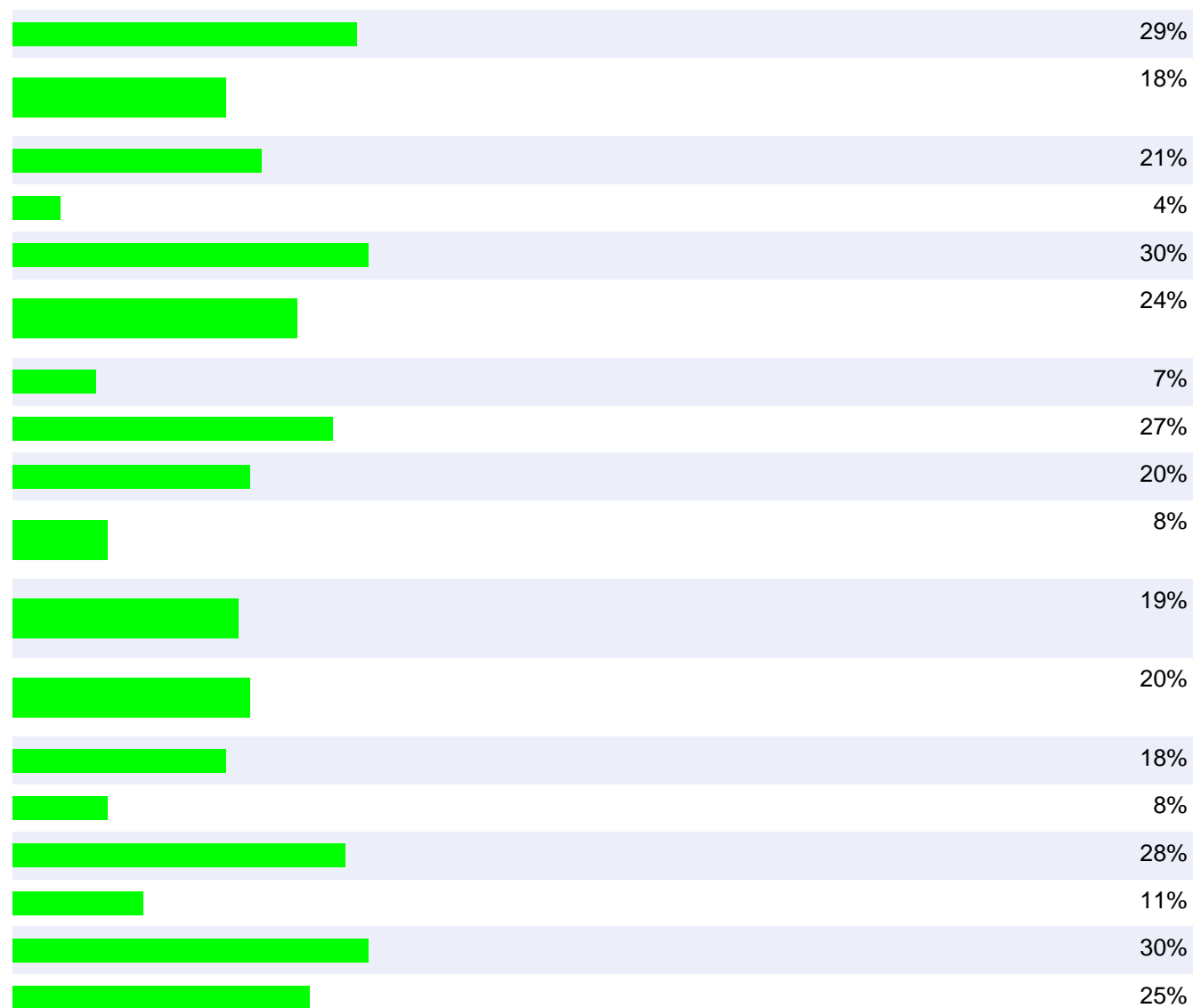
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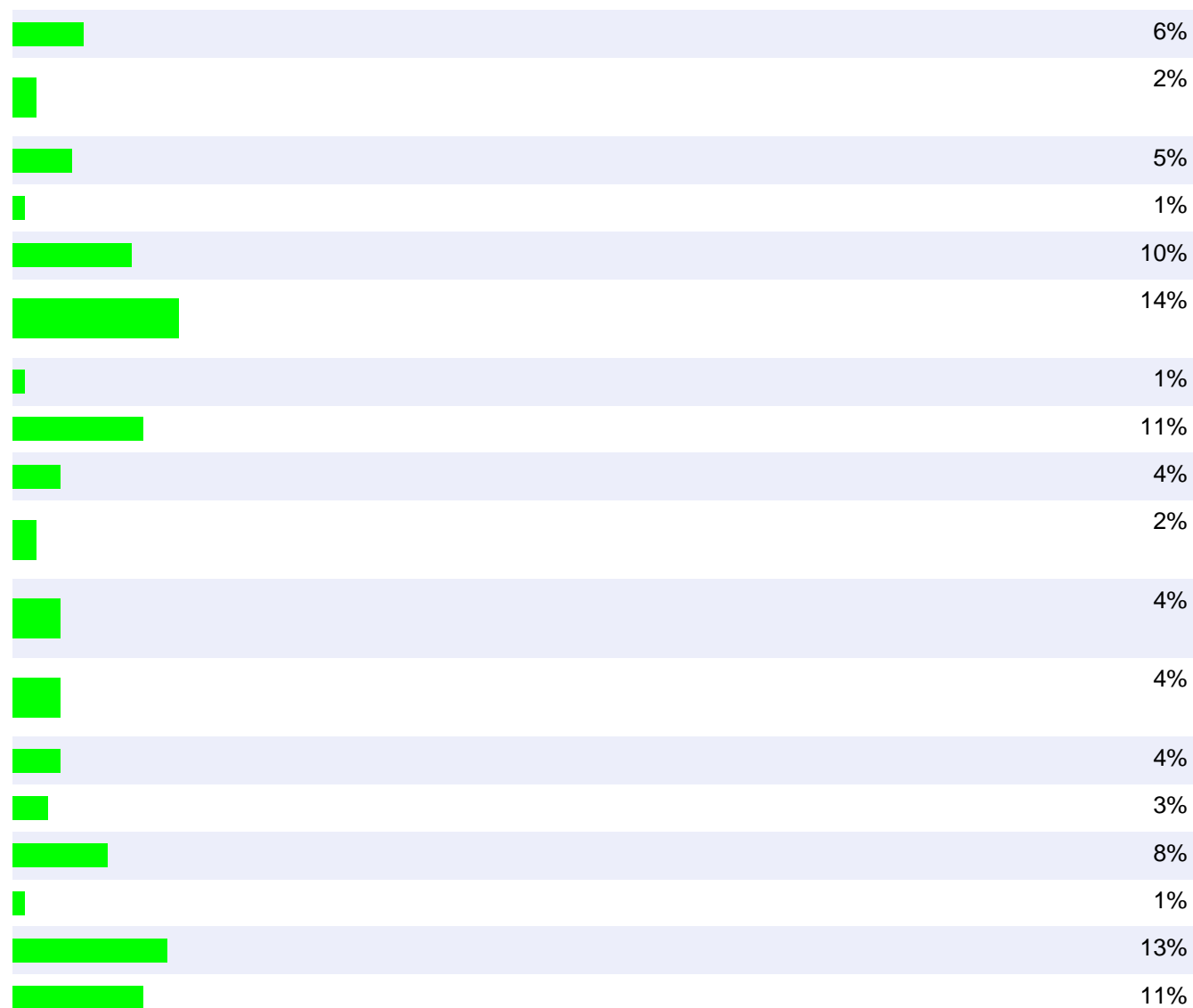
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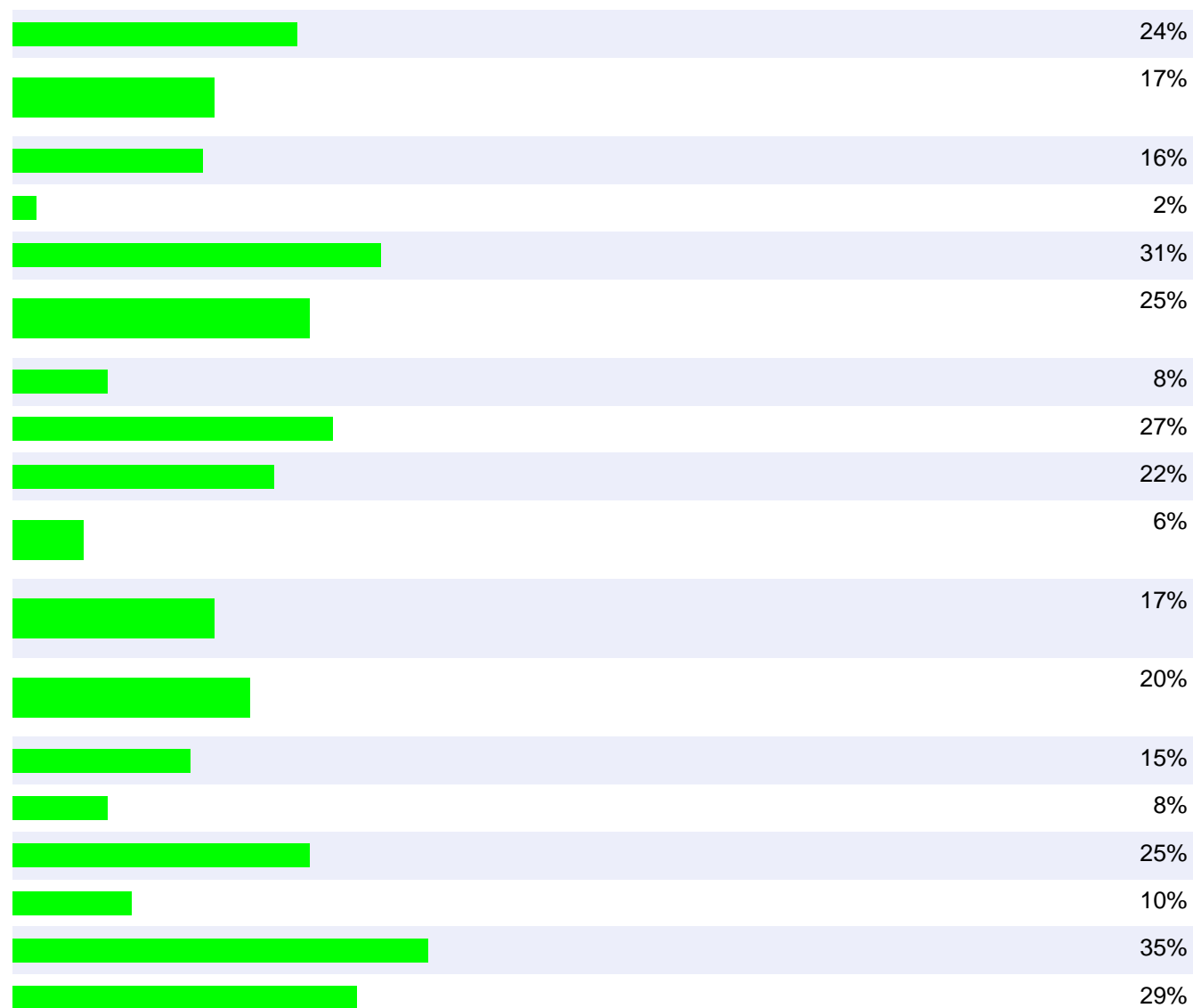
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

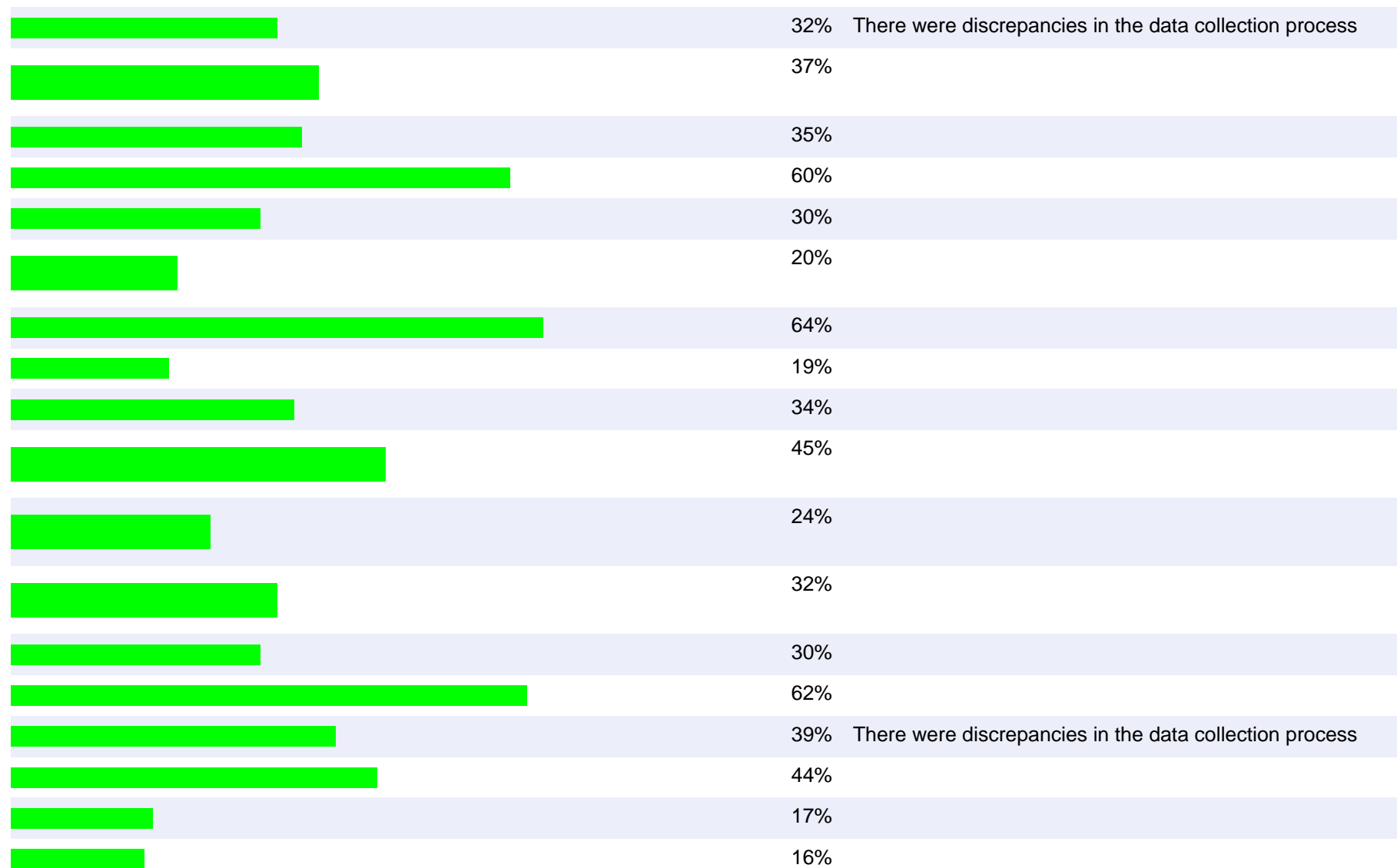
300 or more

300 or more

300 or more

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|        |  |                             |
|--------|--|-----------------------------|
| 050737 | GARFIELD MEDICAL CENTER                | 525 N GARFIELD AVE          |
| 050738 | GREATER EL MONTE COMMUNITY<br>HOSPITAL | 1701 SANTA ANITA AVE        |
| 050739 | CENTINELA HOSPITAL MEDICAL CENTER      | 555 EAST HARDY STREET       |
| 050740 | MARINA DEL REY HOSPITAL                | 4650 LINCOLN BLVD           |
| 050742 | OLYMPIA MEDICAL CENTER                 | 5900 WEST OLYMPIC BOULEVARD |
| 050744 | WESTERN MEDICAL CENTER HOSP<br>ANAHEIM | 1025 S ANAHEIM BLVD         |
| 050745 | CHAPMAN MEDICAL CENTER                 | 2601 E CHAPMAN AVE          |
| 050746 | WESTERN MEDICAL CENTER SANTA ANA       | 1001 NORTH TUSTIN AVENUE    |
| 050747 | COASTAL COMMUNITIES HOSPITAL           | 2701 S BRISTOL ST           |
| 050748 | KAISER FOUNDATION HOSPITAL MANTECA     | 1777 WEST YOSEMITE AVE      |
| 050749 | THOUSAND OAKS SURGICAL HOSPITAL        | 401 ROLLING OAKS DR         |
| 050751 | MIRACLE MILE MEDICAL CENTER            | 6000 SAN VICENTE BLVD       |
| 050752 | BROTMAN MEDICAL CENTER                 | 3828 DELMAS TERRACE         |
| 050754 | MENLO PARK SURGICAL HOSPITAL           | 570 WILLOW ROAD             |
| 050755 | SHERMAN OAKS HOSPITAL                  | 4929 VAN NUYS BLVD          |
| 050757 | ALVARADO HOSPITAL MEDICAL CENTER       | 6655 ALVARADO ROAD          |
| 050758 | MONTCLAIR HOSPITAL MEDICAL CENTER      | 5000 SAN BERNARDINO ST      |
| 050760 | KAISER FOUNDATION HOSPITAL - ANTIOCH   | 4501 SAND CREEK ROAD        |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|  |                |    |
|--|----------------|----|
|  | MONTEREY PARK  | CA |
|  | SOUTH EL MONTE | CA |
|  | INGLEWOOD      | CA |
|  | MARINA DEL REY | CA |
|  | LOS ANGELES    | CA |
|  | ANAHEIM        | CA |
|  | ORANGE         | CA |
|  | SANTA ANA      | CA |
|  | SANTA ANA      | CA |
|  | MANTECA        | CA |
|  | THOUSAND OAKS  | CA |
|  | LOS ANGELES    | CA |
|  | CULVER CITY    | CA |
|  | MENLO PARK     | CA |
|  | SHERMAN OAKS   | CA |
|  | SAN DIEGO      | CA |
|  | MONTCLAIR      | CA |
|  | ANTIOCH        | CA |

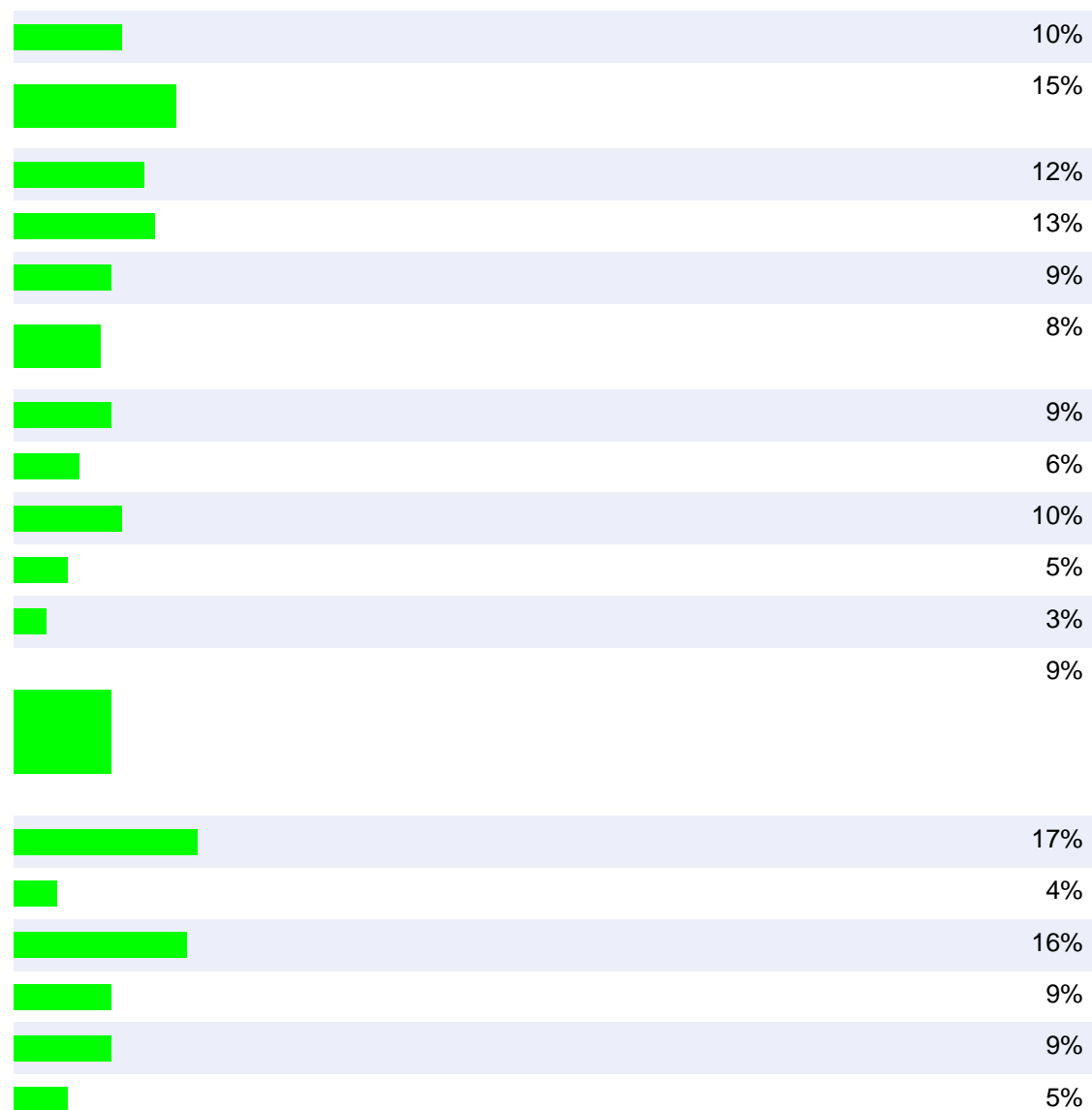
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|       |                |            |
|-------|----------------|------------|
| 91754 | LOS ANGELES    | 6265732222 |
| 91733 | LOS ANGELES    | 6263507975 |
| 90301 | LOS ANGELES    | 3106734660 |
| 90291 | LOS ANGELES    | 3108238911 |
| 90036 | LOS ANGELES    | 3106575900 |
| 92805 | ORANGE         | 7145336220 |
| 92869 | ORANGE         | 7146330011 |
| 92705 | ORANGE         | 7149533331 |
| 92704 | ORANGE         | 7147545454 |
| 95337 | SAN JOAQUIN    | 2098253700 |
| 91361 | VENTURA        | 8057777750 |
| 90036 | LOS ANGELES    | 3239301040 |
| 90231 | LOS ANGELES    | 3108367000 |
| 94025 | SAN MATEO      | 6503248500 |
| 91403 | LOS ANGELES    | 8189817111 |
| 92120 | SAN DIEGO      | 6192293172 |
| 91763 | SAN BERNARDINO | 9096258300 |
| 94531 | CONTRA COSTA   | 9258136500 |

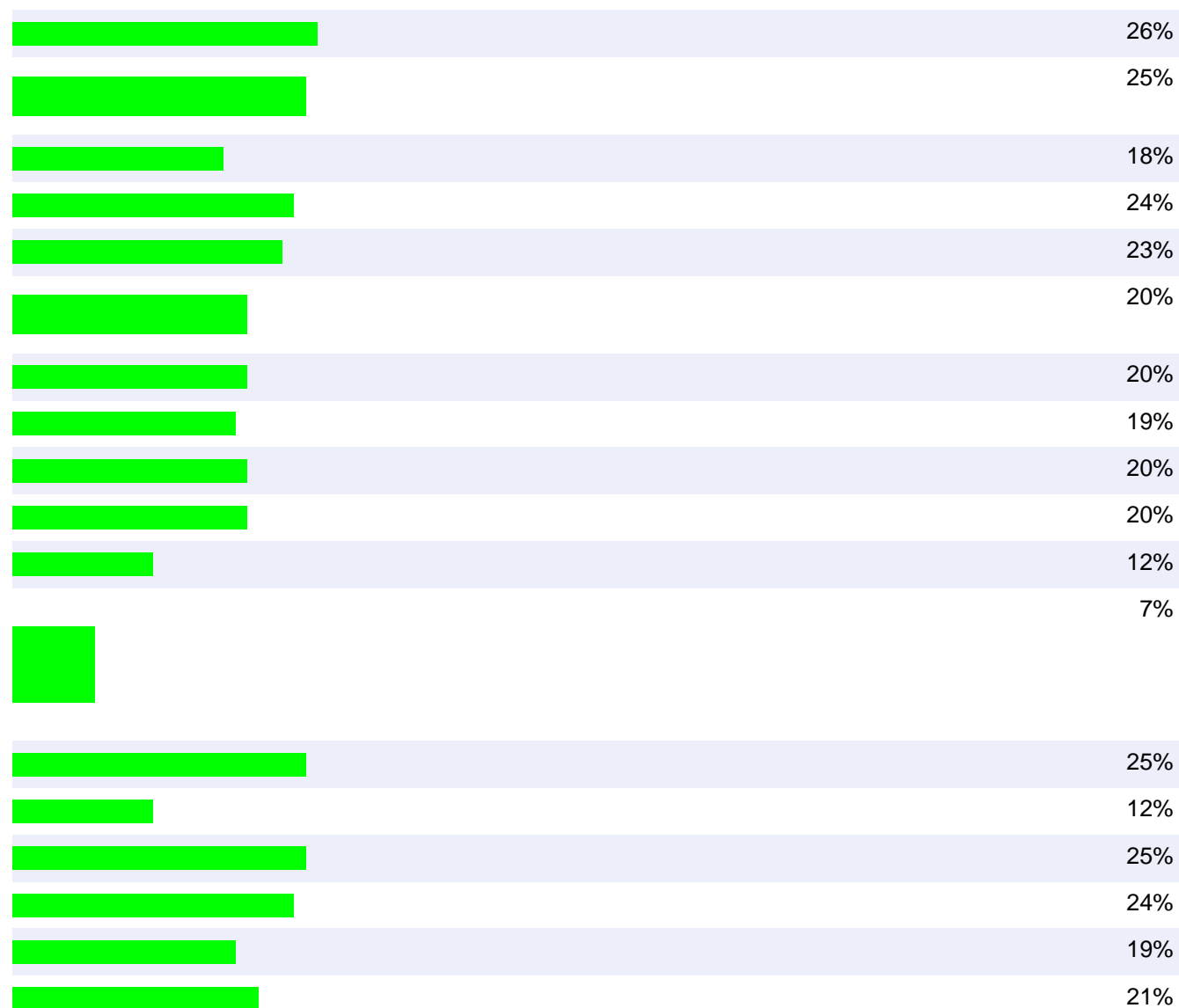
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



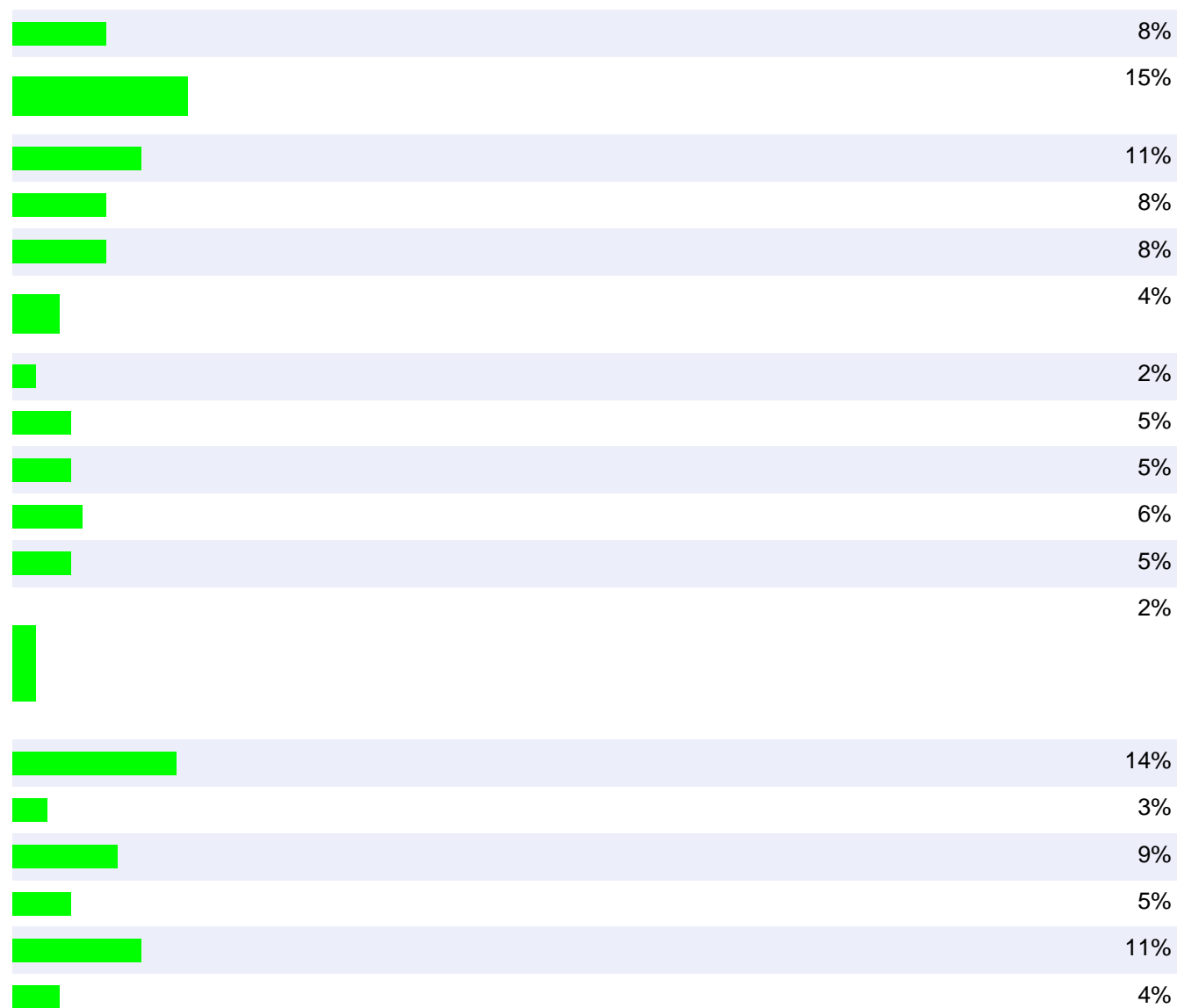
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



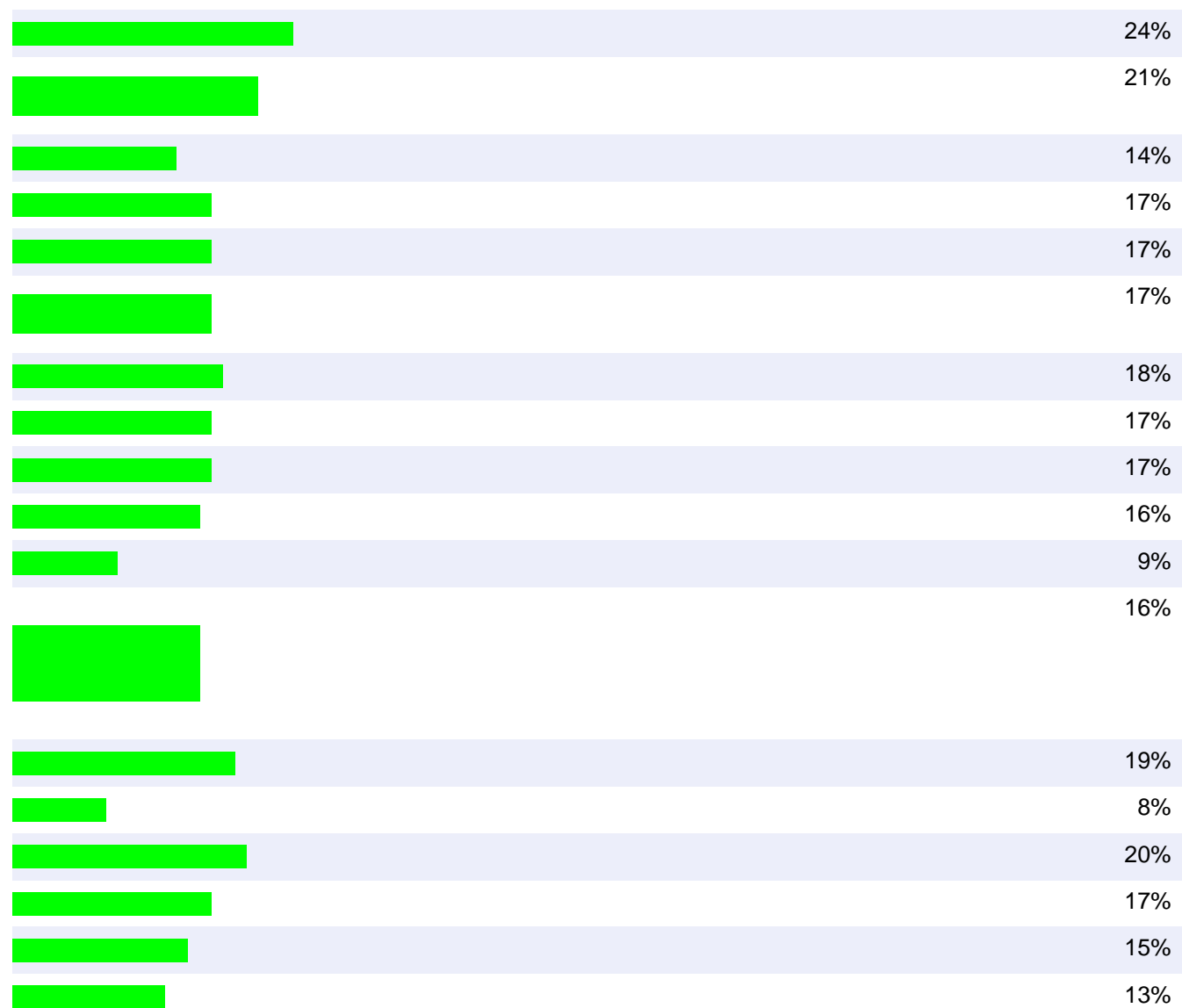
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)





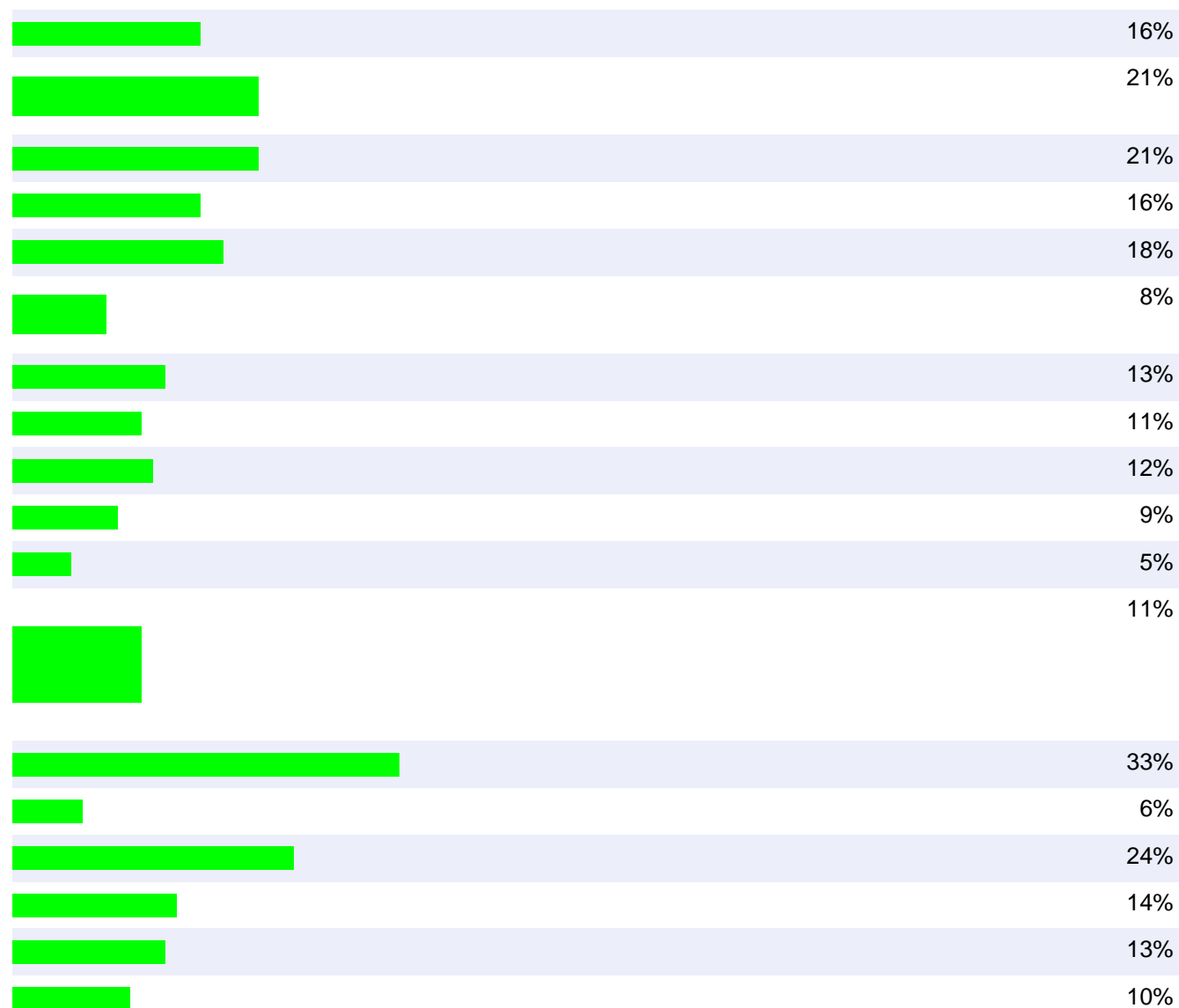
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



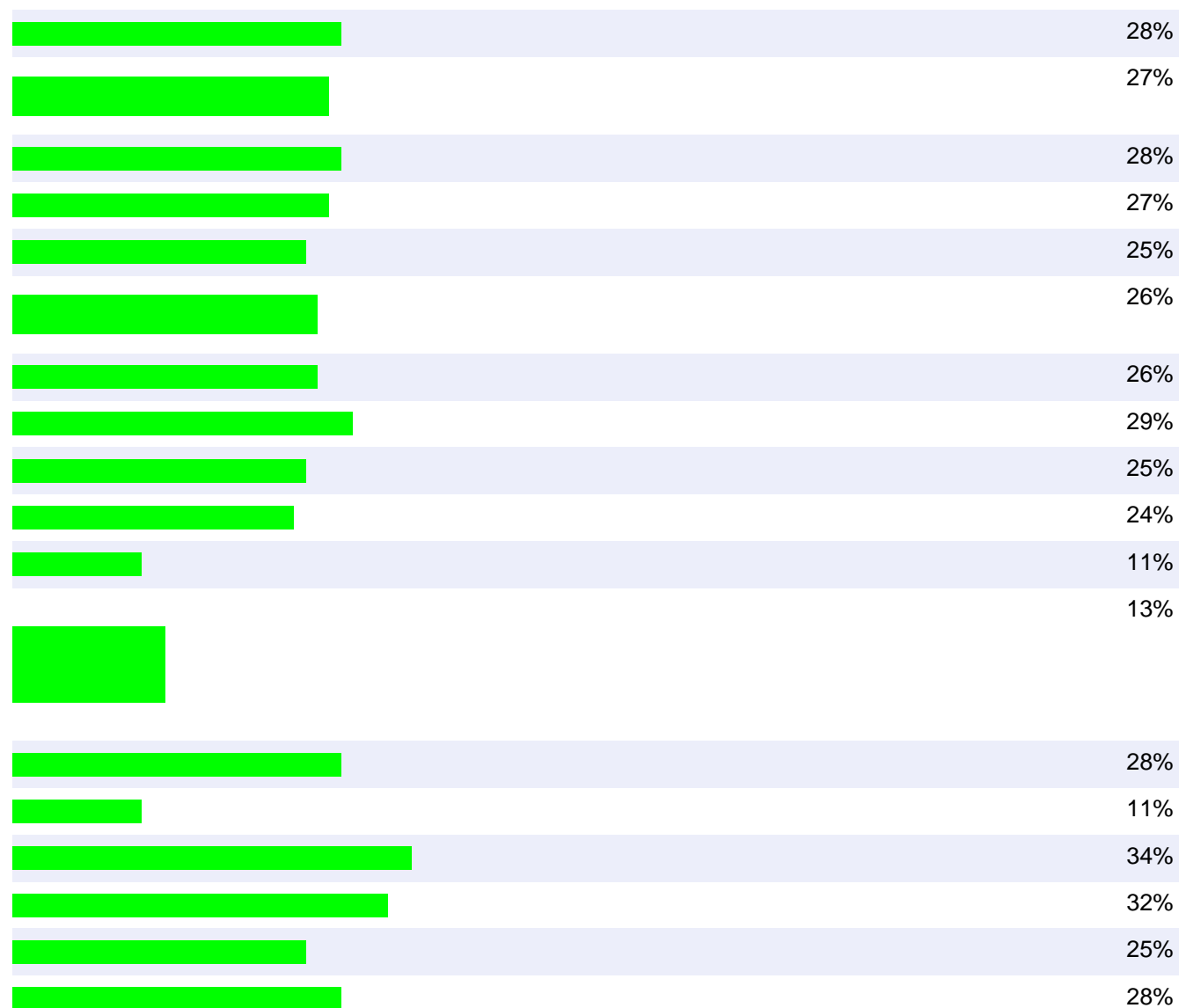
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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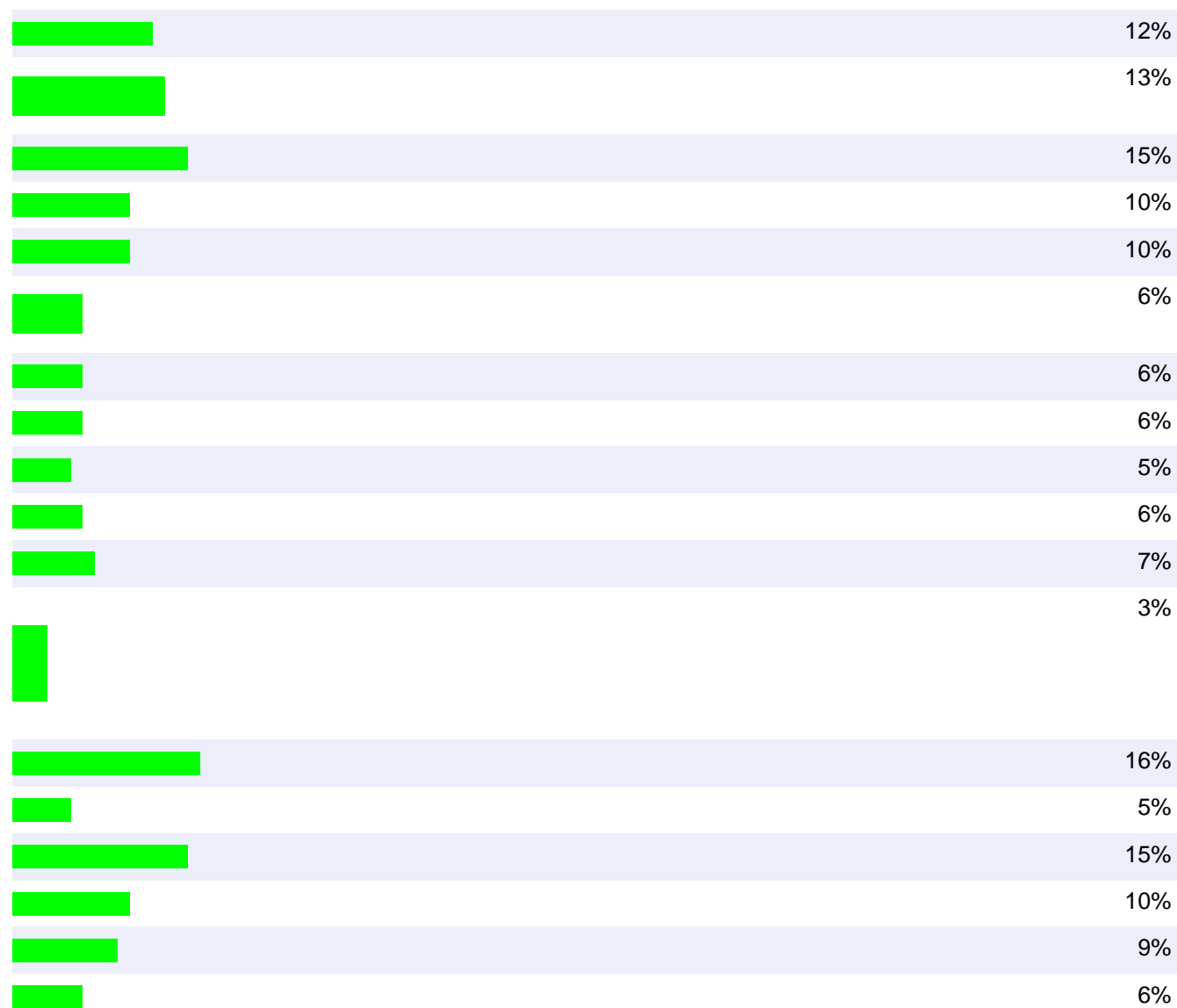
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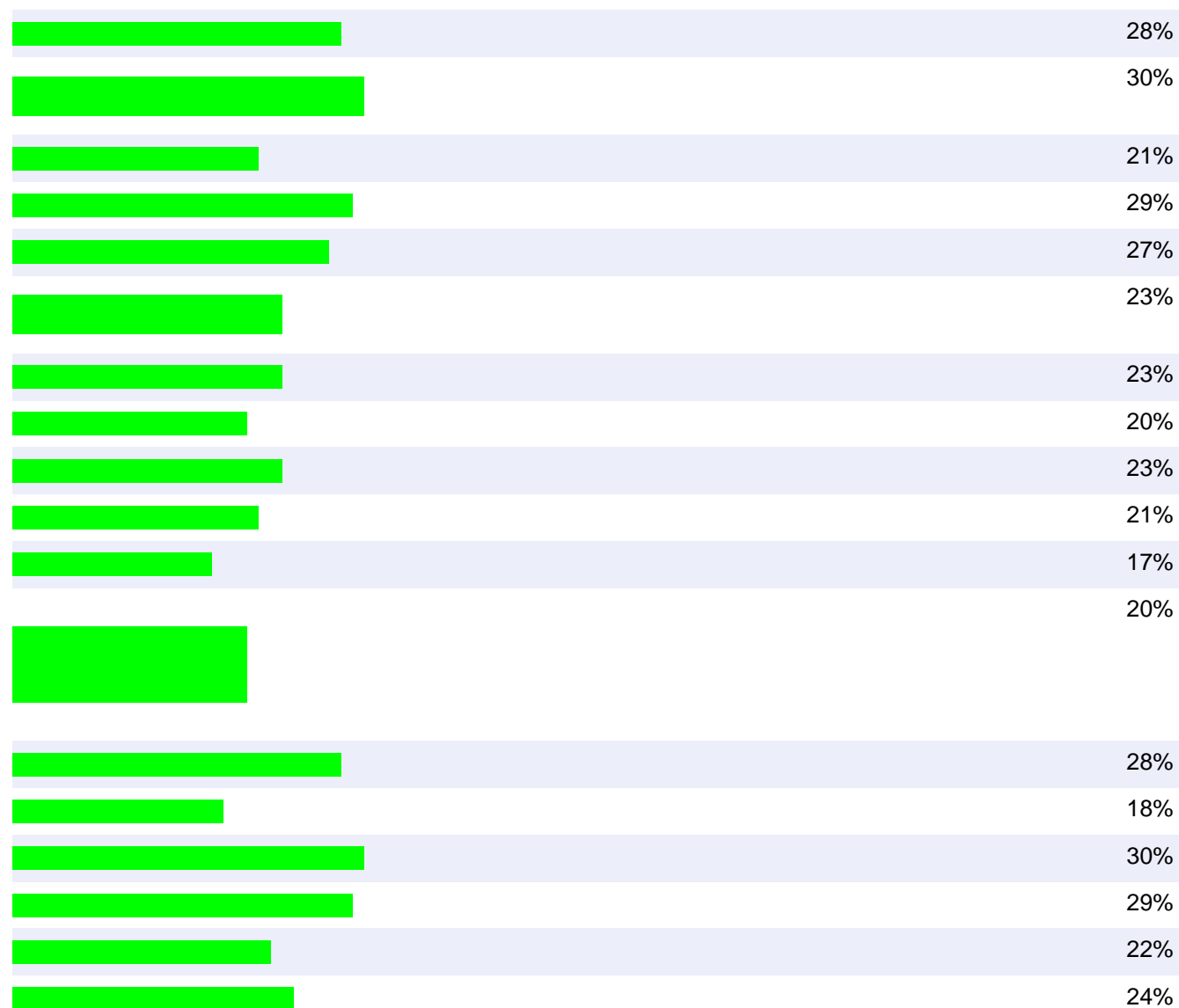
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



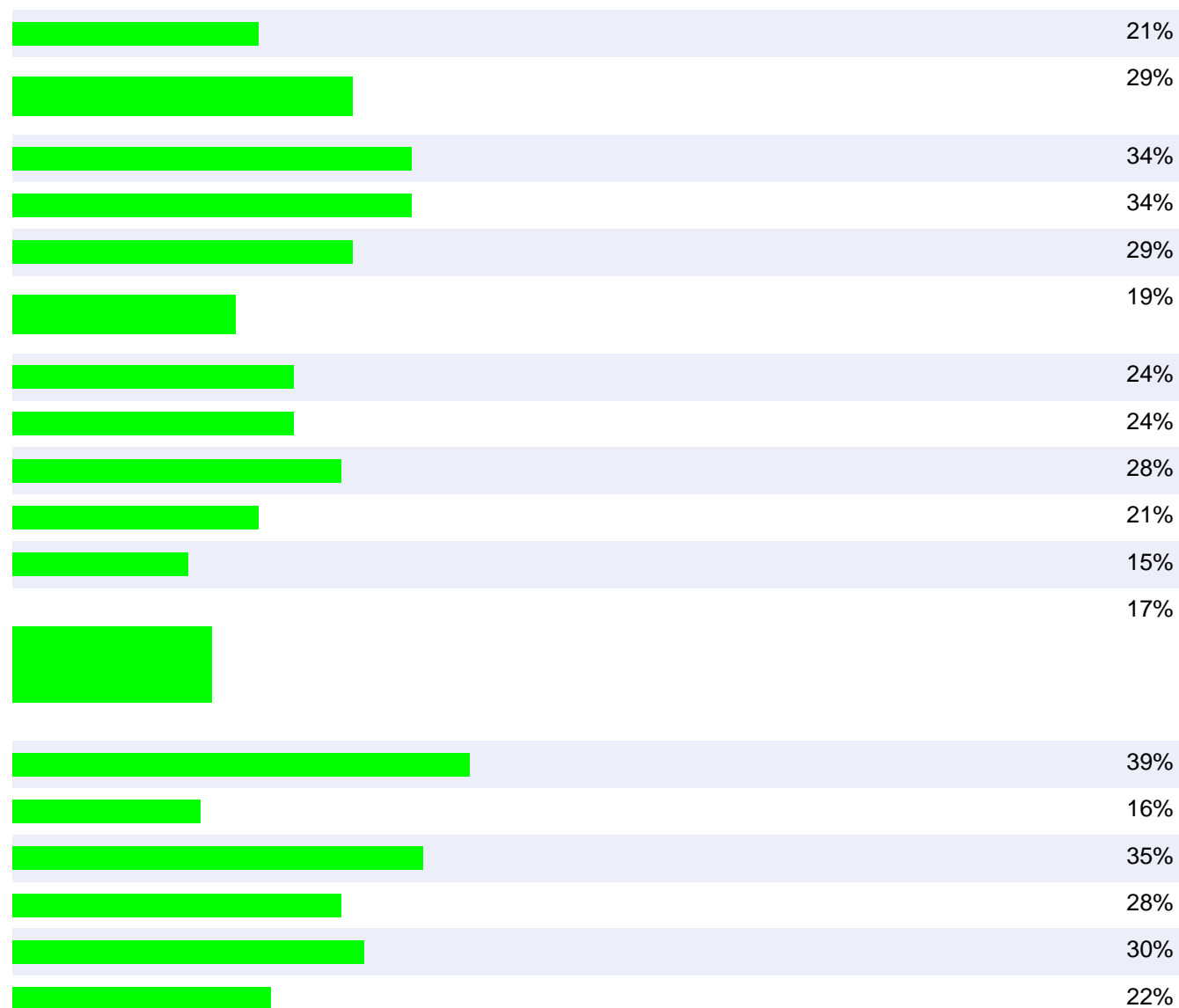
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

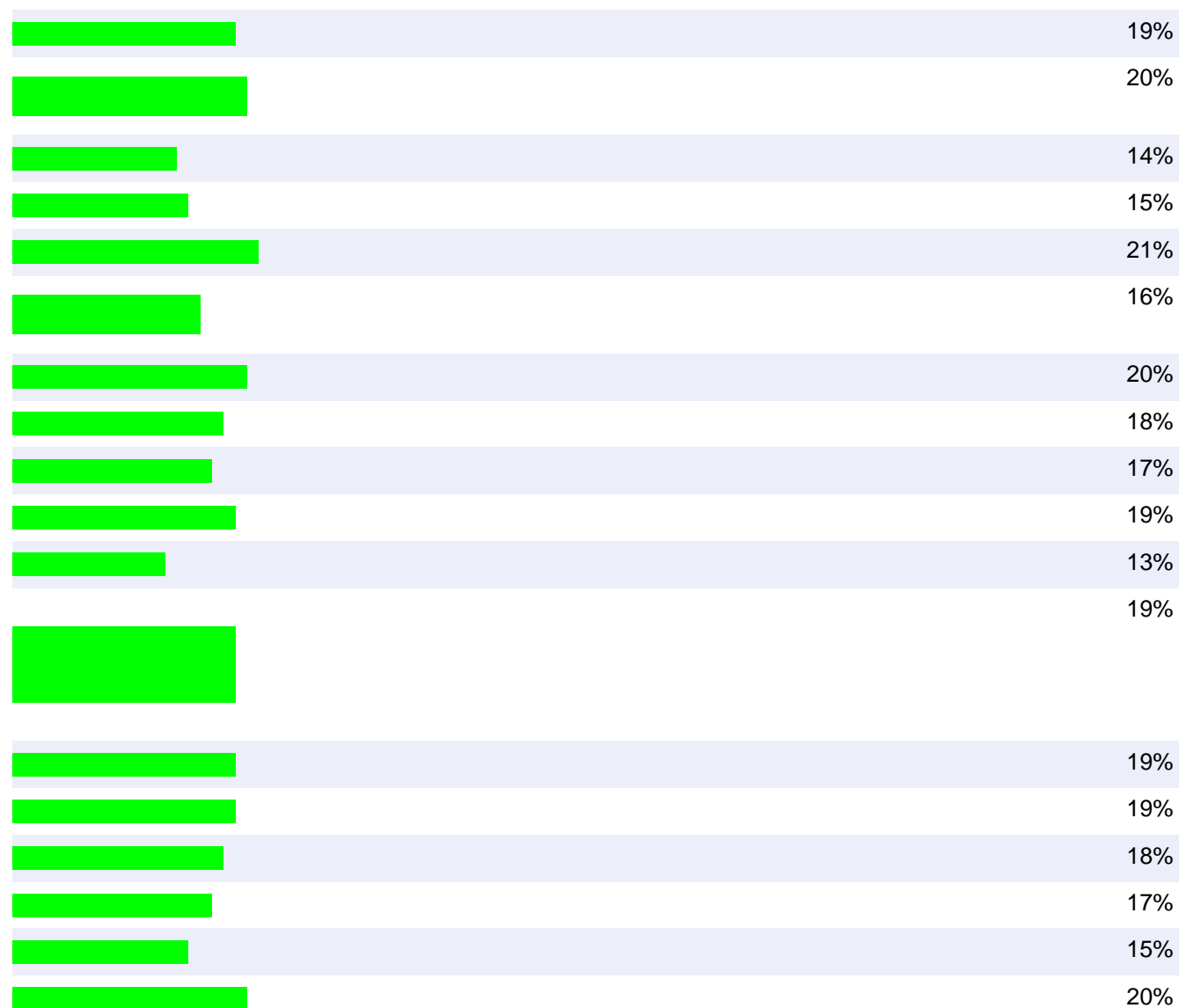
Based on Survey of Patients' Hospital Experiences (HCAHPS)





# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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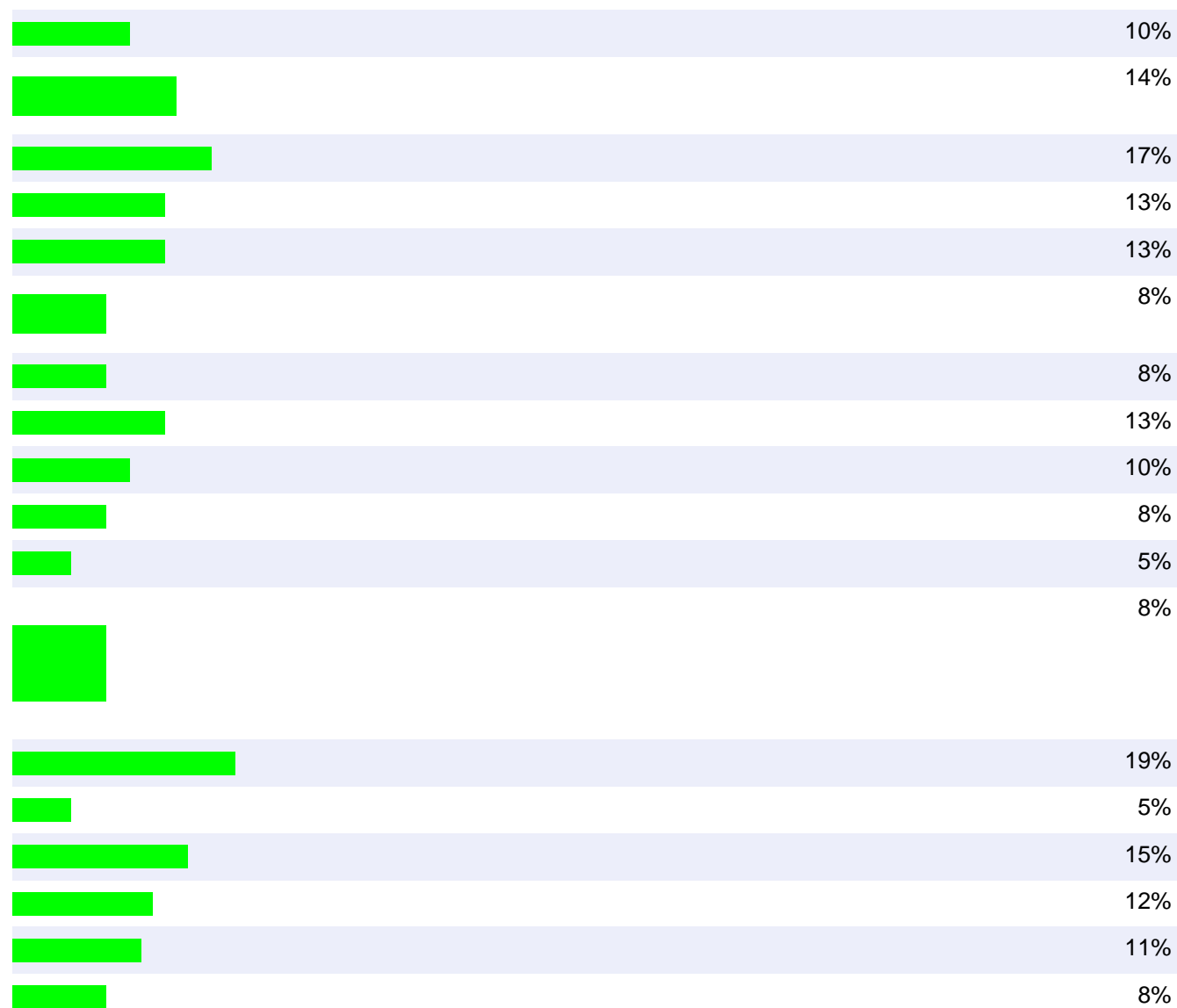
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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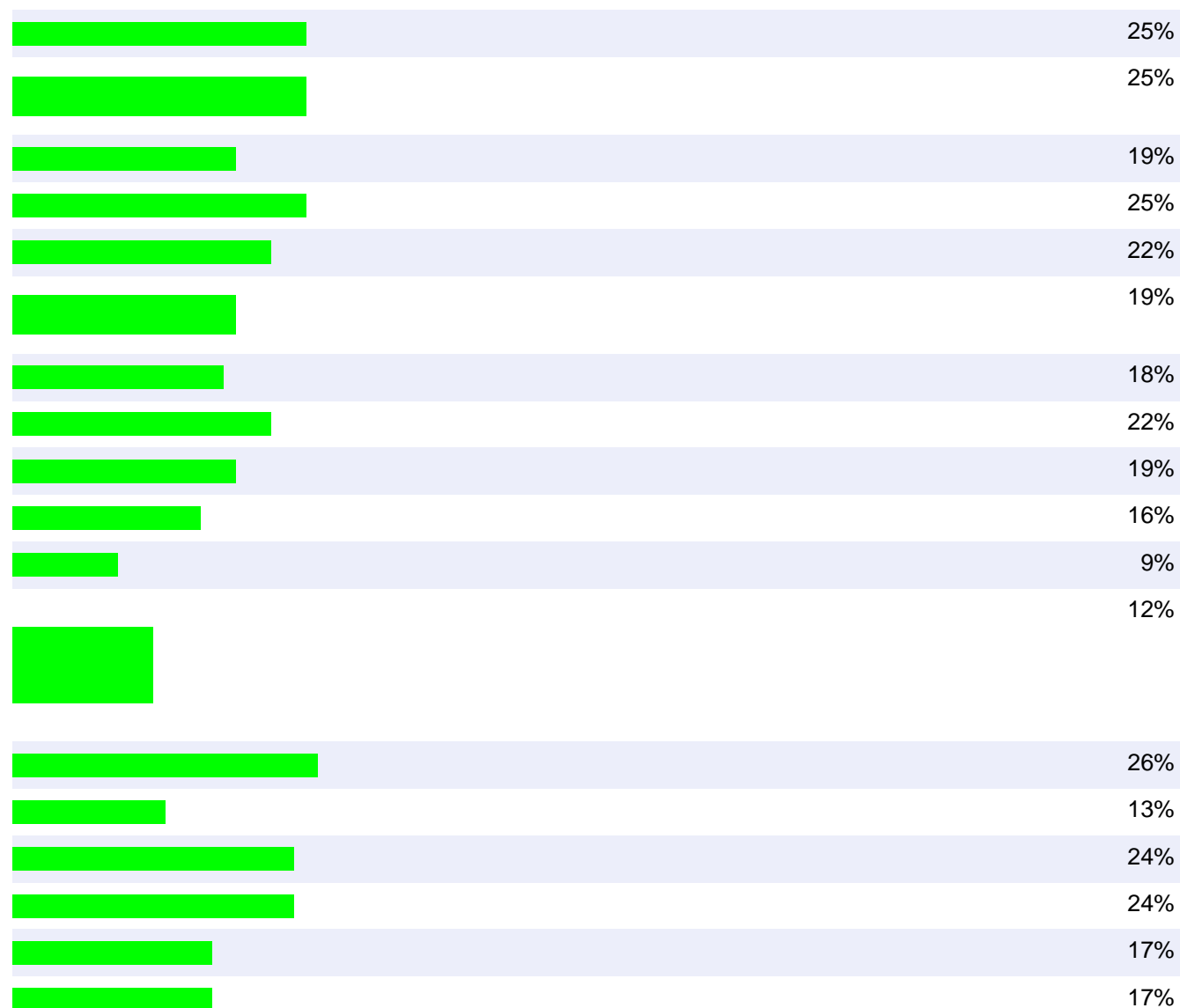
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



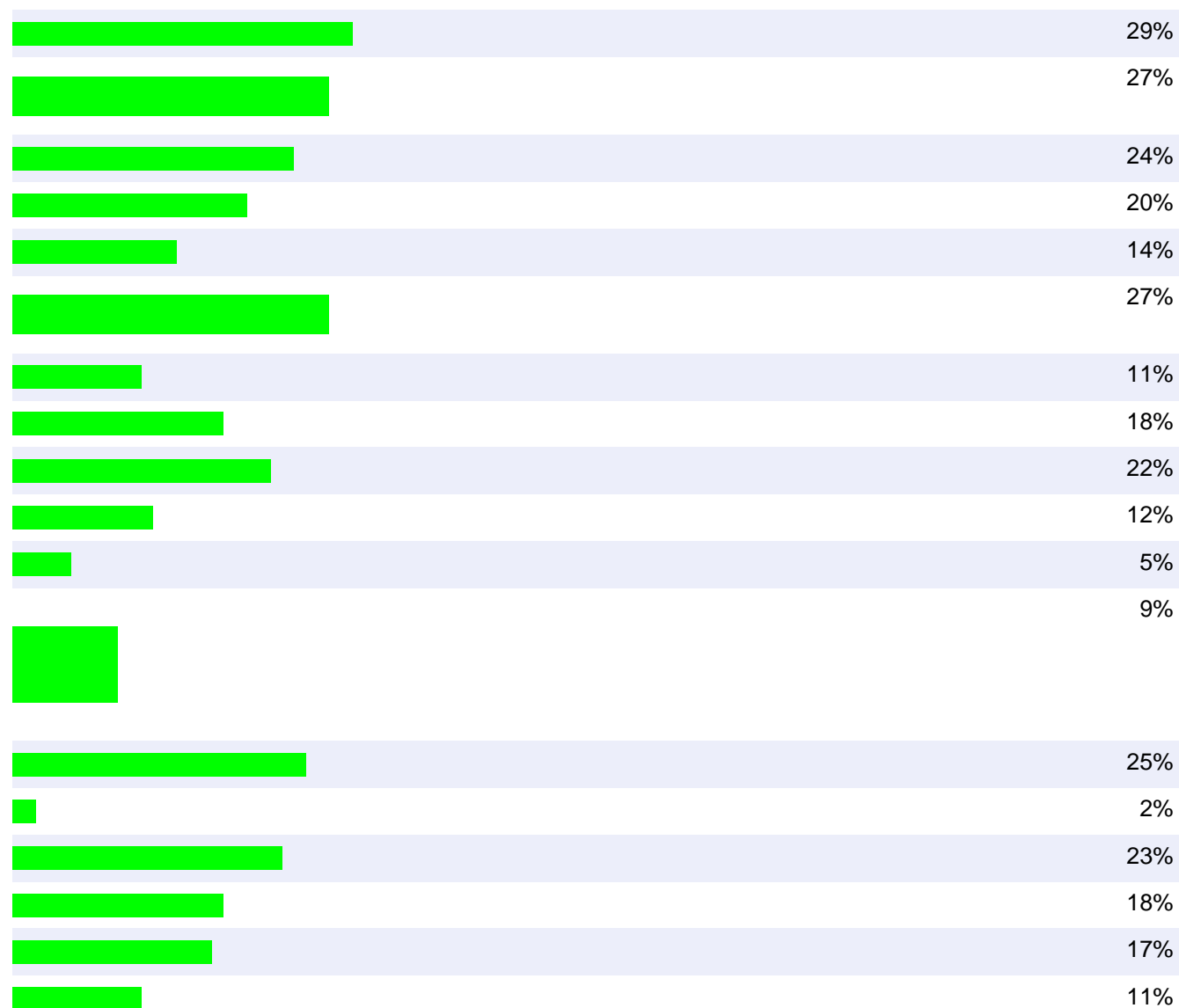
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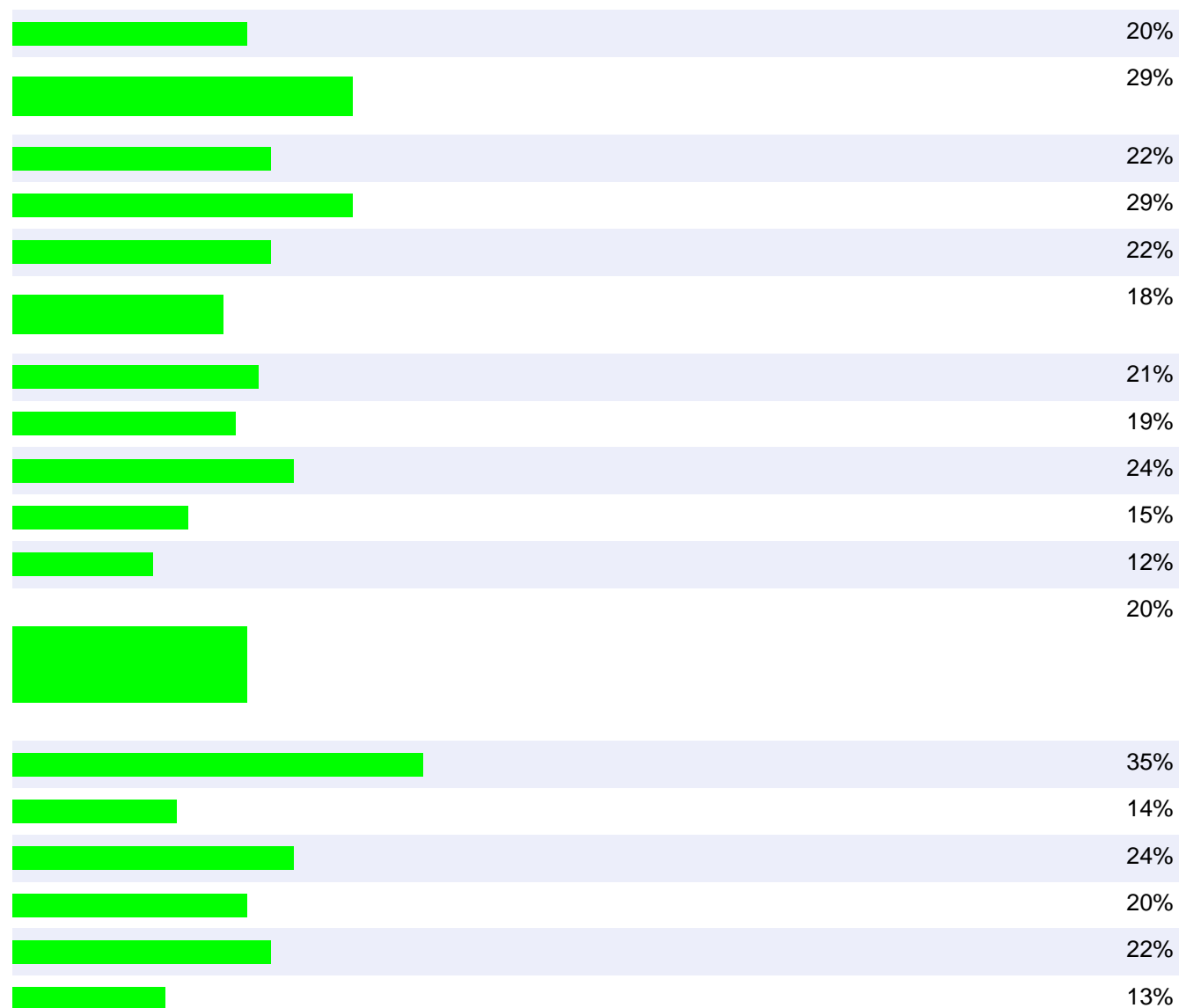
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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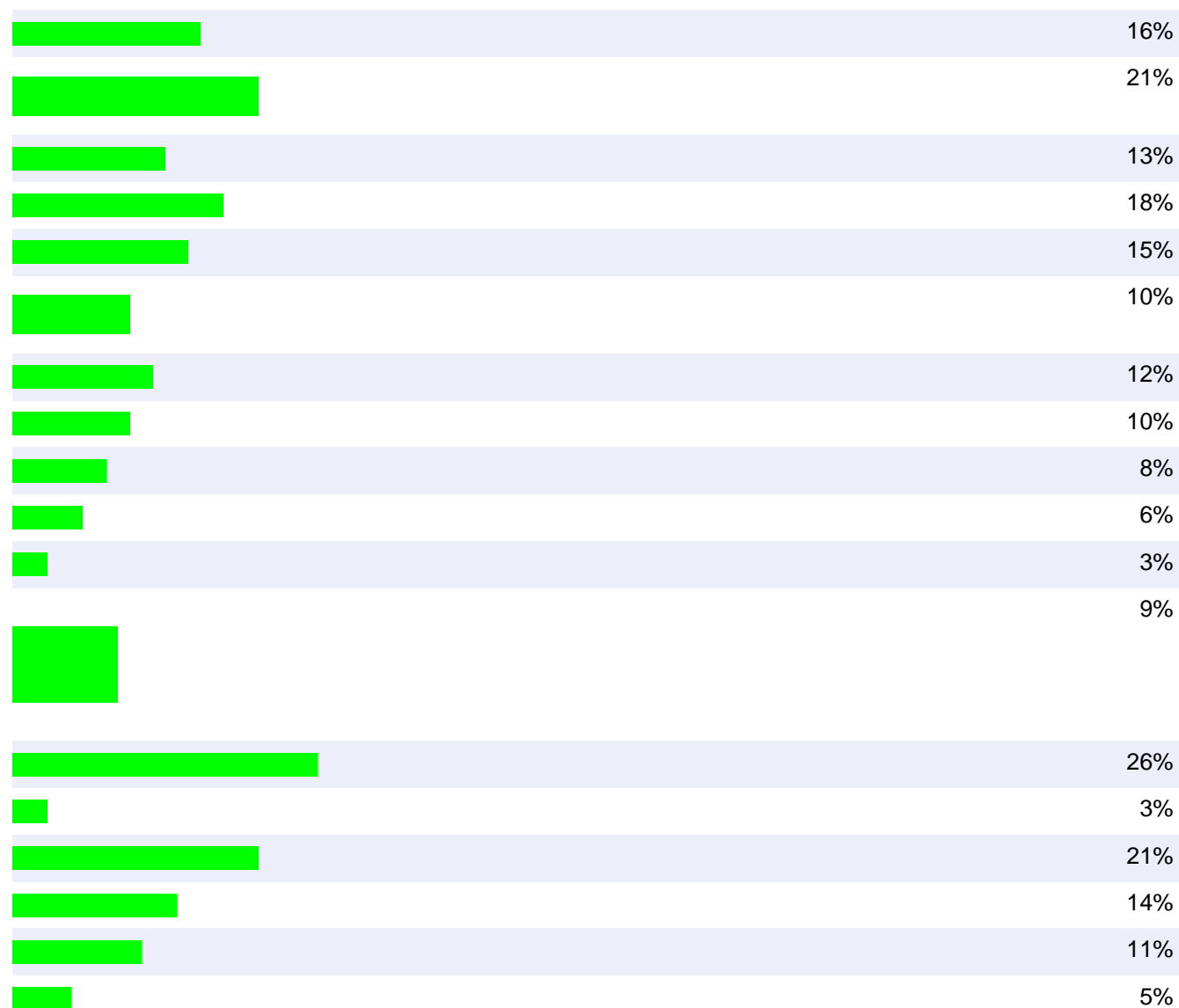
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



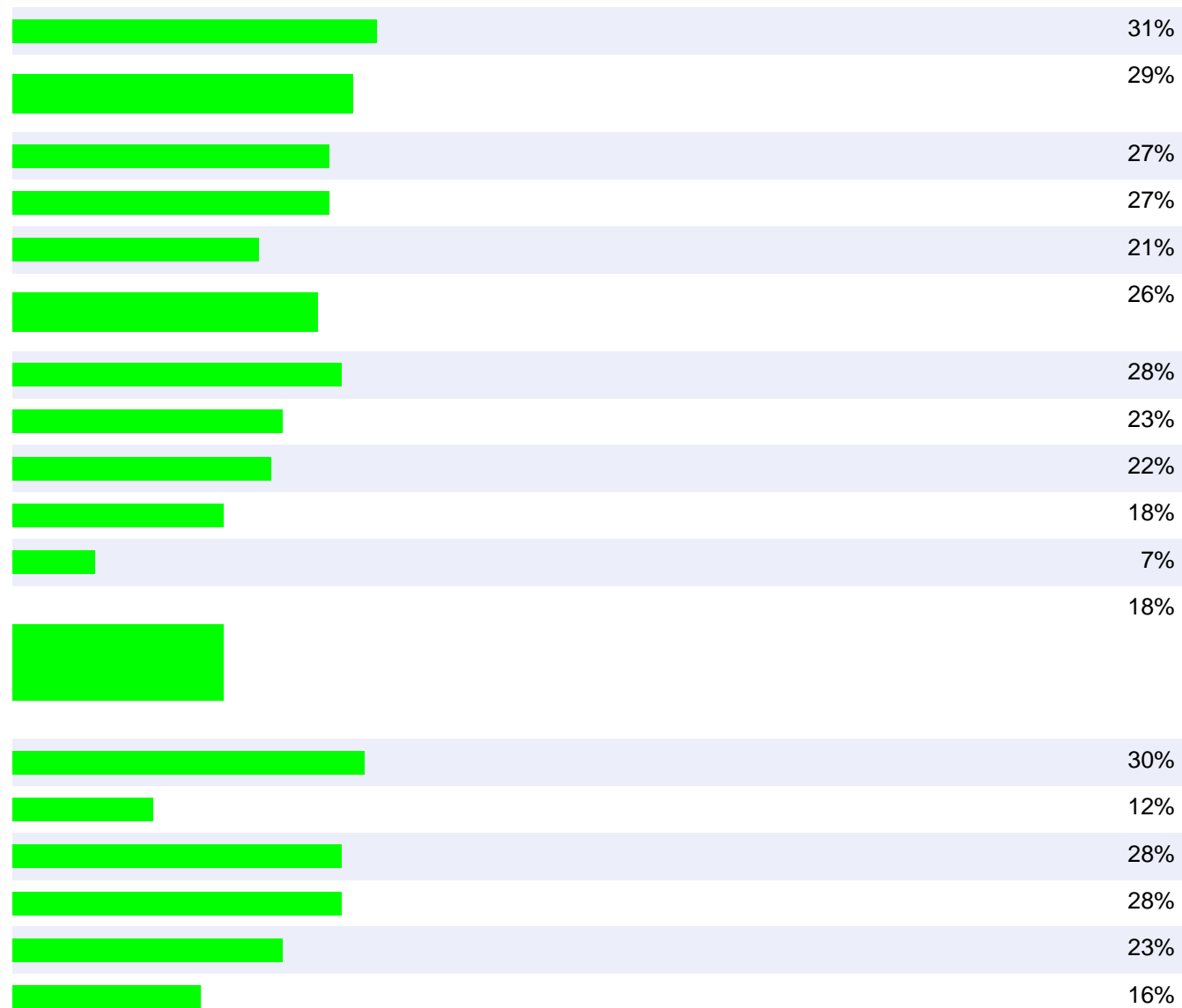
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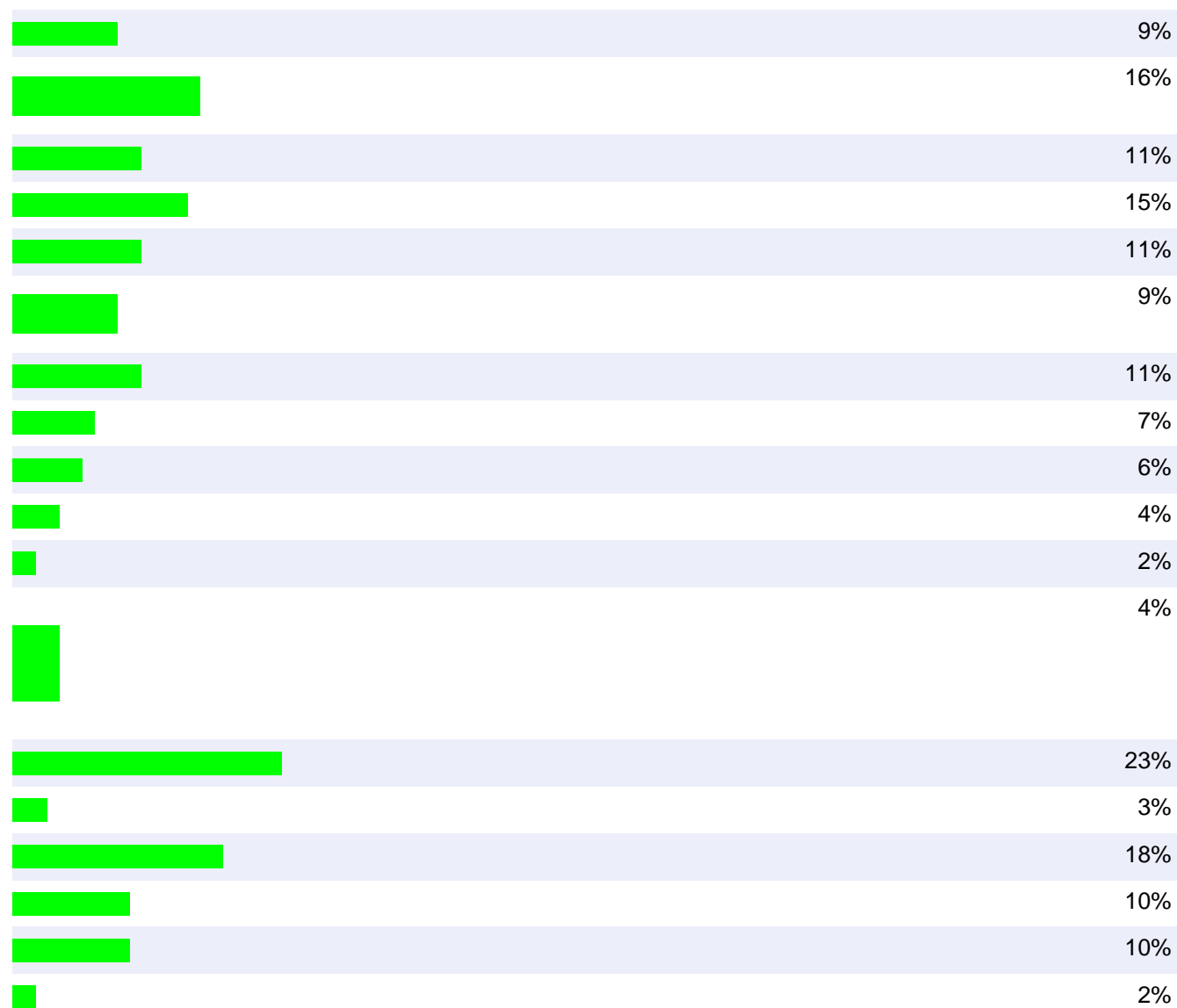
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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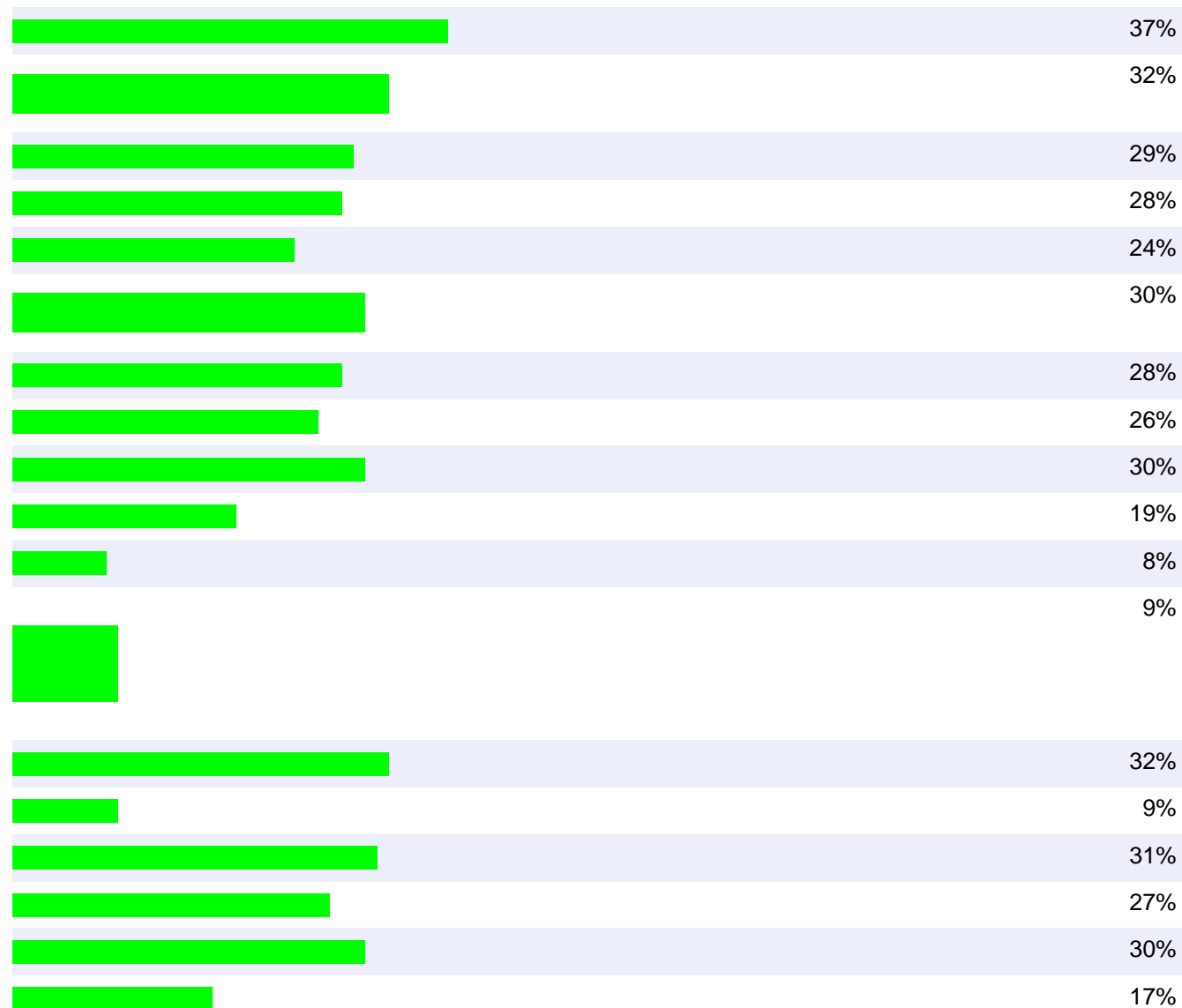
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)





# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

Fewer than 100

300 or more

Between 100 and 299

Between 100 and 299

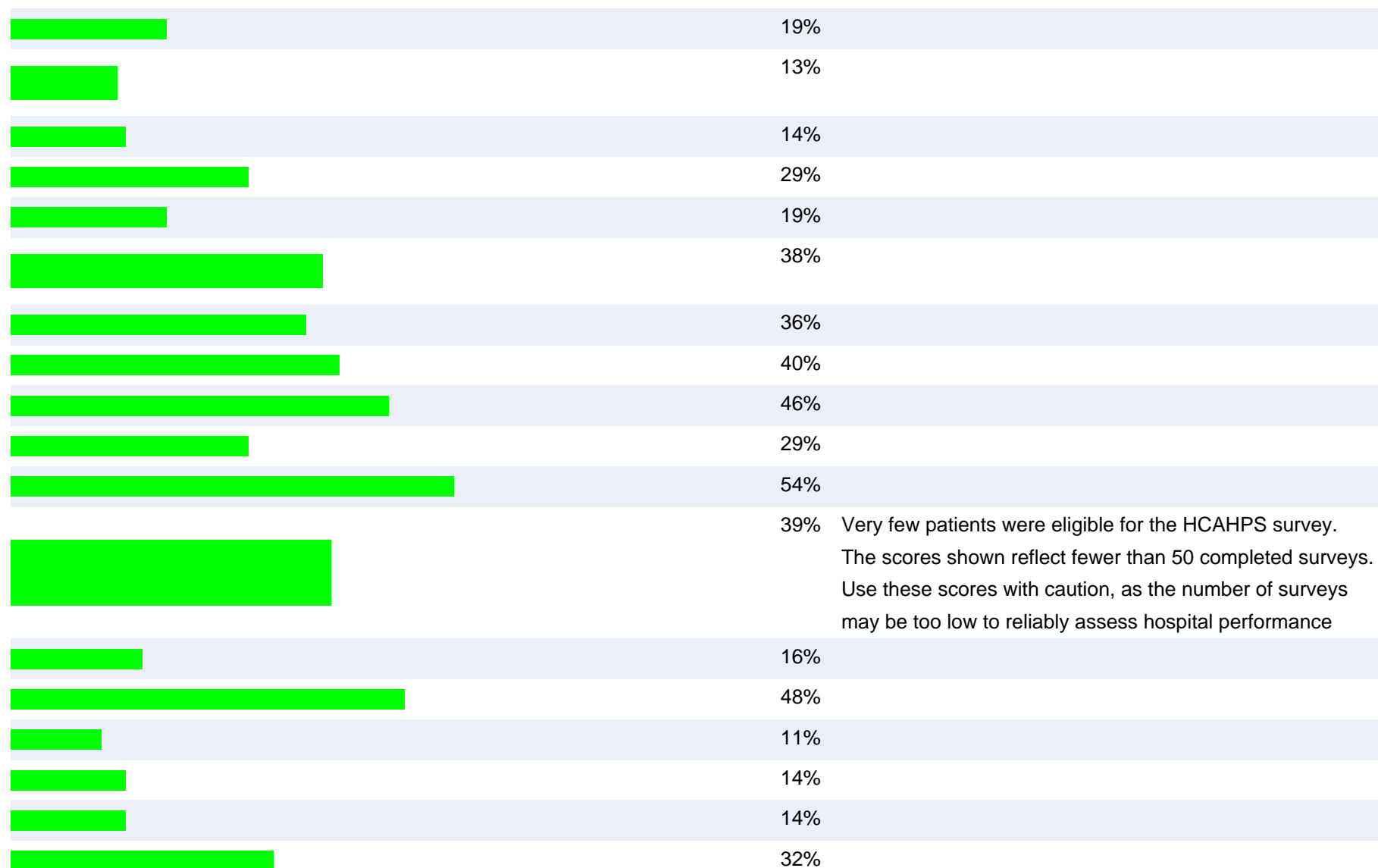
300 or more

300 or more

300 or more

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|        |   |                                |
|--------|---|--------------------------------|
| 050761 | PROVIDENCE TARZANA MEDICAL CENTER             | 18321 CLARK STREET             |
| 050763 | SILVER LAKE MEDICAL CENTER                    | 1711 WEST TEMPLE STREET        |
| 050764 | SHASTA REGIONAL MEDICAL CENTER                | 1100 BUTTE ST                  |
| 050765 | KAISER FOUNDATION HOSPITAL-MORENO VALLEY      | 27300 IRIS AVENUE              |
| 050766 | SUTTER SURGICAL HOSPITAL - NORTH VALLEY       | 455 PLUMAS BLVD                |
| 050767 | KAISER FOUNDATION HOSPITAL - VACAVILLE        | 1 QUALITY DRIVE                |
| 050768 | ANAHEIM GENERAL HOSPITAL                      | 3350 W BALL ROAD               |
| 050769 | HOAG ORTHOPEDIC INSTITUTE                     | 16250 SAND CANYON AVENUE       |
| 050770 | LOMA LINDA UNIVERSITY MEDICAL CENTER-MURRIETA | 28062 BAXTER ROAD              |
| 050771 | COAST PLAZA HOSPITAL                          | 13100 STUDERBAKER ROAD         |
| 050772 | KAISER FOUNDATION HOSPITAL - ROSEVILLE        | 1600 EUREKA ROAD               |
| 051300 | EASTERN PLUMAS HOSPITAL - PORTOLA CAMPUS      | 500 FIRST AVENUE               |
| 051301 | TEHACHAPI HOSPITAL                            | 115 WEST E STREET              |
| 051302 | SOUTHERN INYO HOSPITAL                        | 501 EAST LOCUST STREET         |
| 051303 | MAMMOTH HOSPITAL                              | 85 SIERRA PARK ROAD PO BOX 660 |
| 051304 | JOHN C FREMONT HEALTHCARE DISTRICT            | 5189 HOSPITAL ROAD             |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|  |               |    |
|--|---------------|----|
|  | TARZANA       | CA |
|  | LOS ANGELES   | CA |
|  | REDDING       | CA |
|  | MORENO VALLEY | CA |
|  | YUBA CITY     | CA |
|  | VACAVILLE     | CA |
|  | ANAHEIM       | CA |
|  | IRVINE        | CA |
|  | MURRIETA      | CA |
|  | NORWALK       | CA |
|  | ROSEVILLE     | CA |
|  | PORTOLA       | CA |
|  | TEHACHAPI     | CA |
|  | LONE PINE     | CA |
|  | MAMMOTH LAKES | CA |
|  | MARIPOSA      | CA |

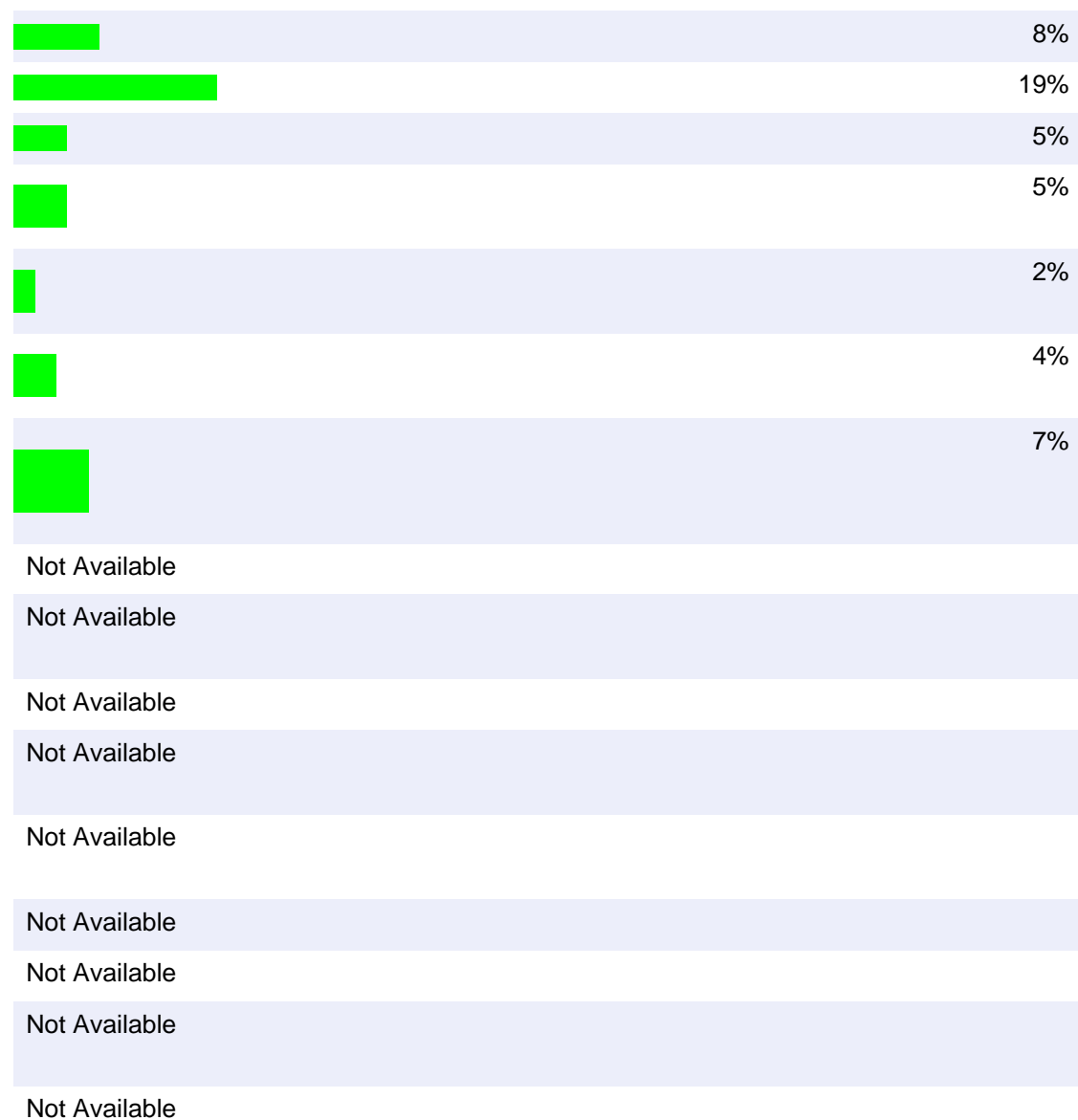
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|       |             |            |
|-------|-------------|------------|
| 91356 | LOS ANGELES | 8188810800 |
| 90026 | LOS ANGELES | 2139896123 |
| 96001 | SHASTA      | 5302445454 |
| 92555 | RIVERSIDE   | 9512430811 |
| 95991 | SUTTER      | 5307495700 |
| 95688 | SOLANO      | 7076244000 |
| 92804 | ORANGE      | 7148276700 |
| 92618 | ORANGE      | 9497275000 |
| 92563 | RIVERSIDE   | 9516721010 |
| 90650 | LOS ANGELES | 3103560550 |
| 95661 | PLACER      | 9167844000 |
| 96122 | PLUMAS      | 5308324277 |
| 93561 | KERN        | 6618223241 |
| 93545 | INYO        | 7608765501 |
| 93546 | MONO        | 7609343311 |
| 95338 | MARIPOSA    | 2099663631 |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Based on Survey of Patients' Hospital Experiences (HCAHPS)



Based on Survey of Patients' Hospital Experiences (HCAHPS)



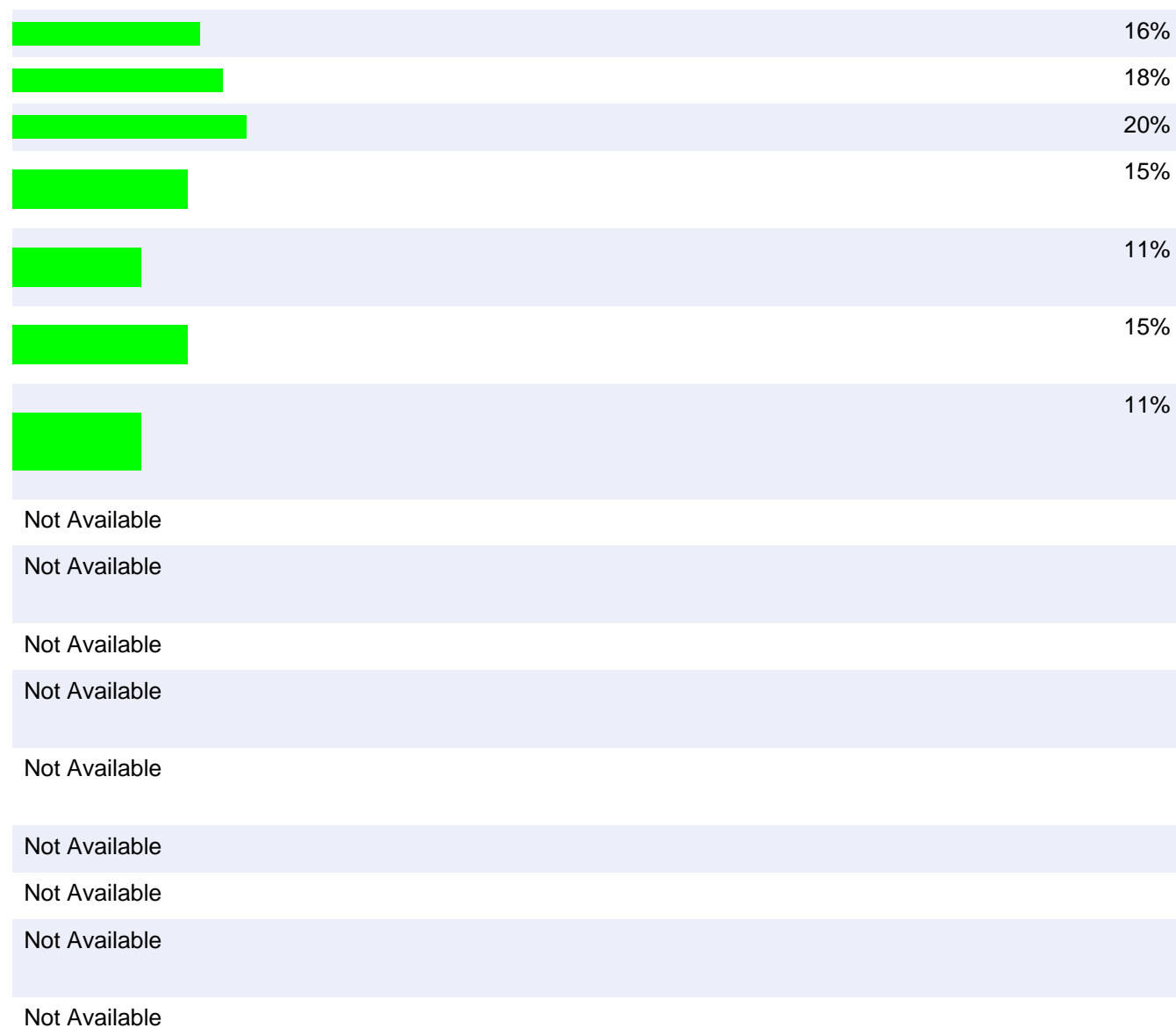


Based on Survey of Patients' Hospital Experiences (HCAHPS)



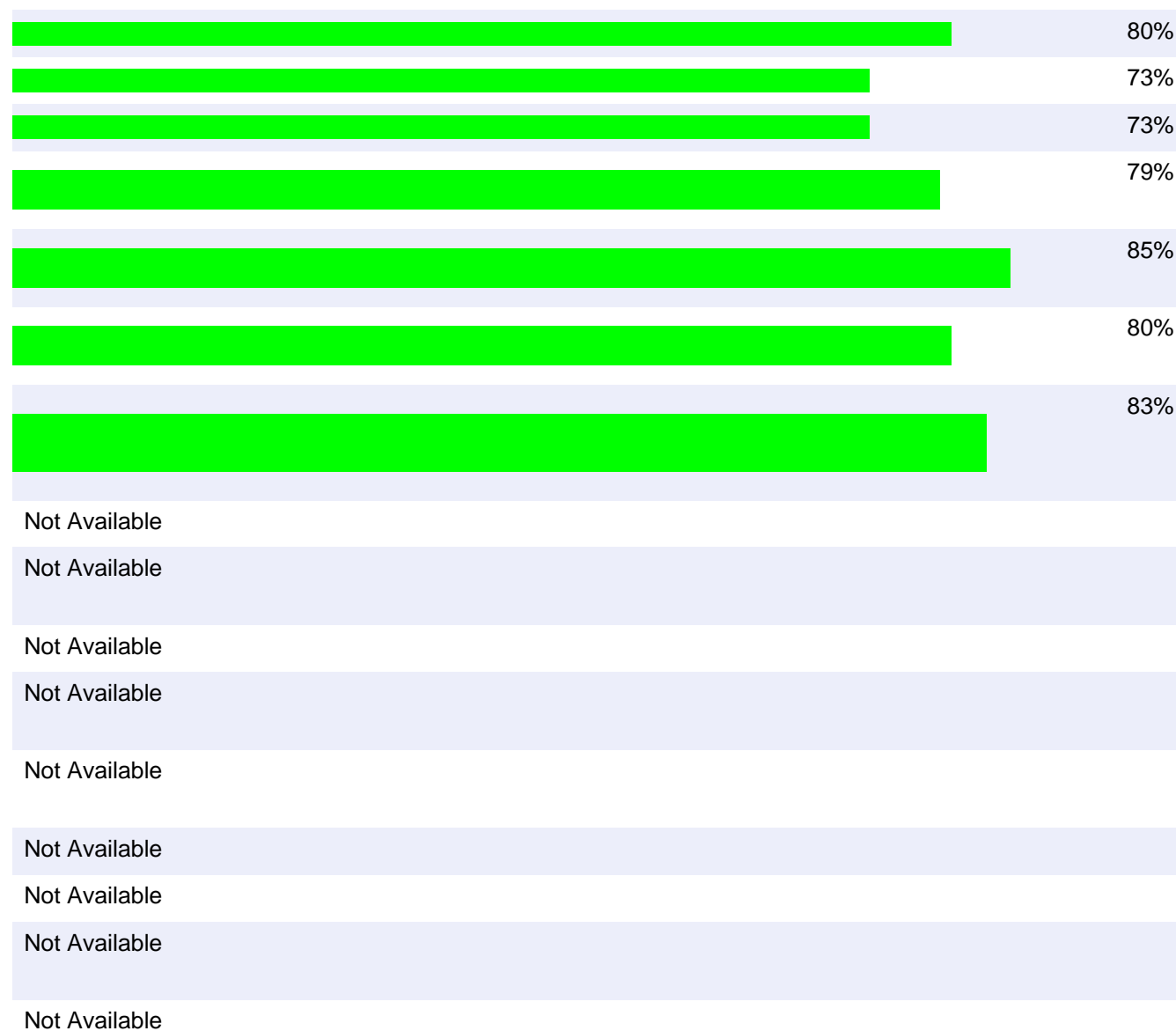
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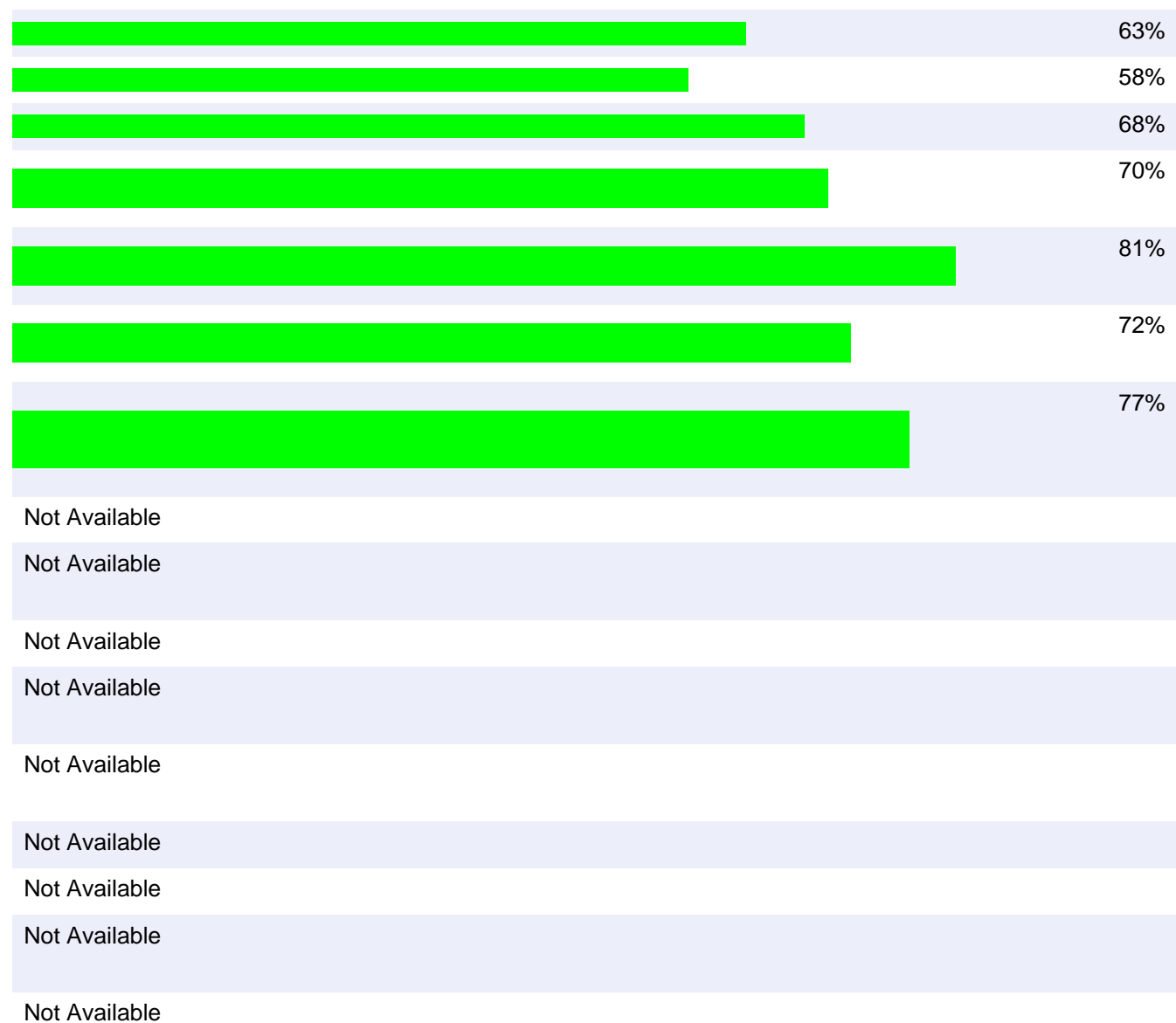
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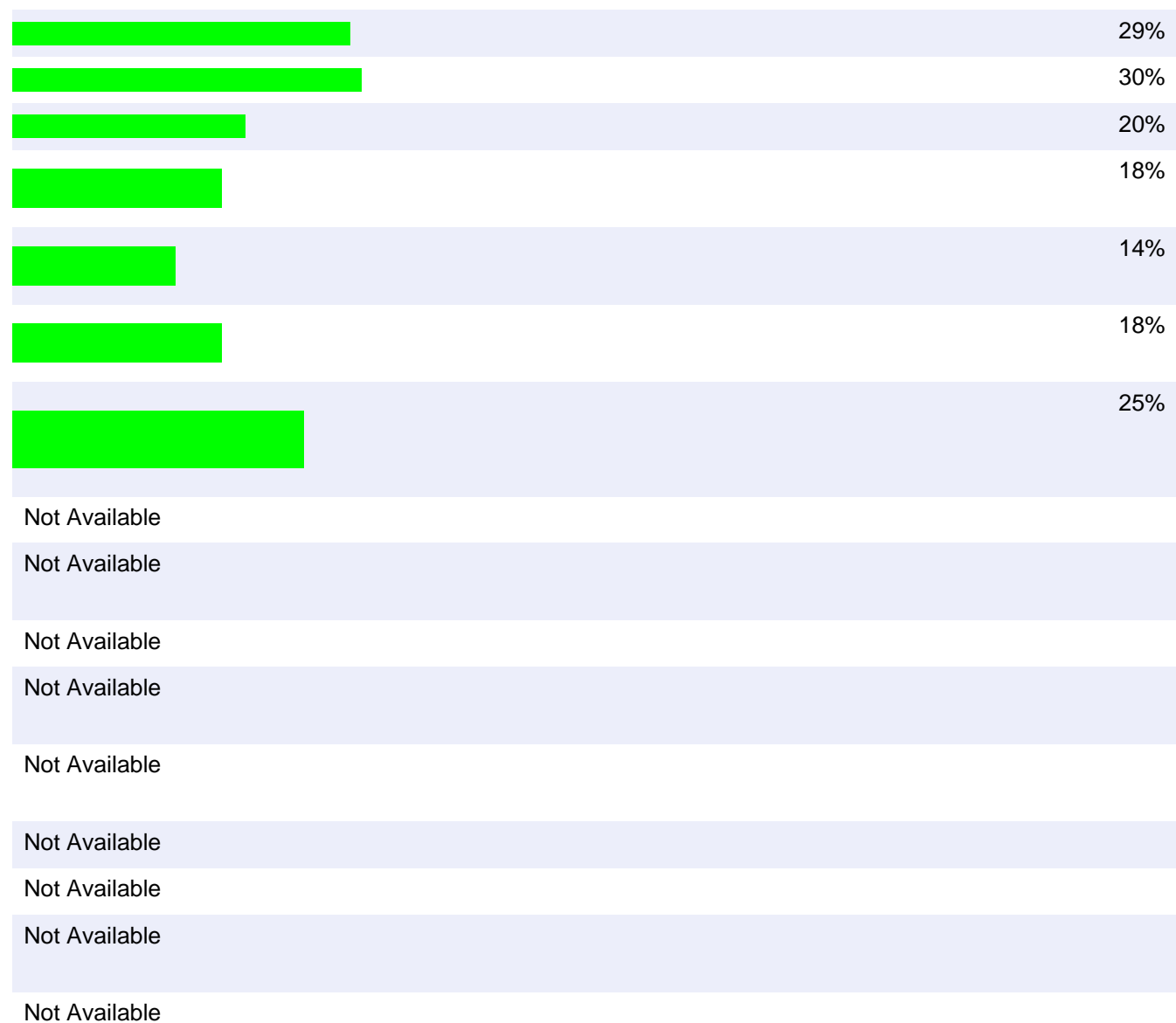
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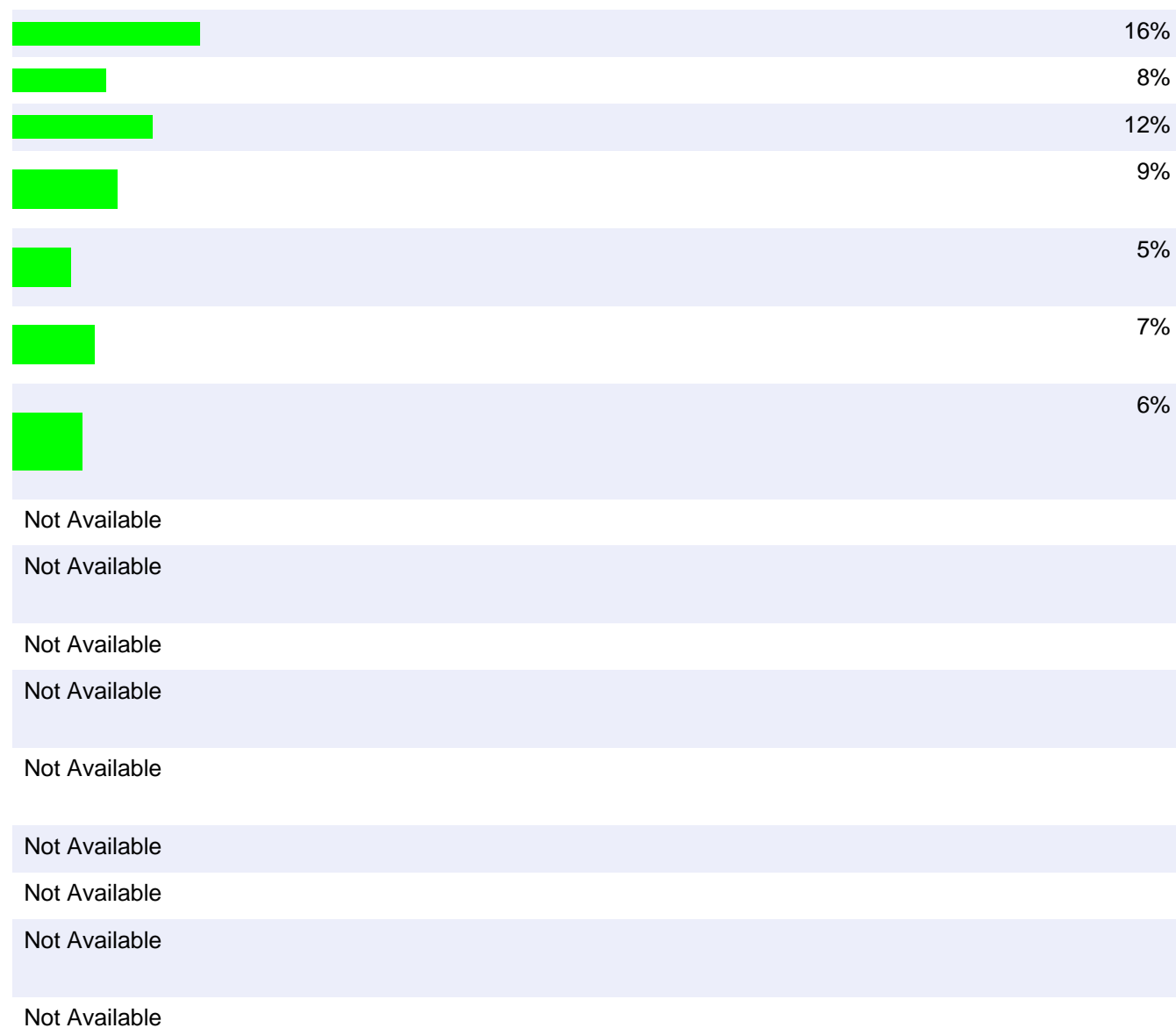
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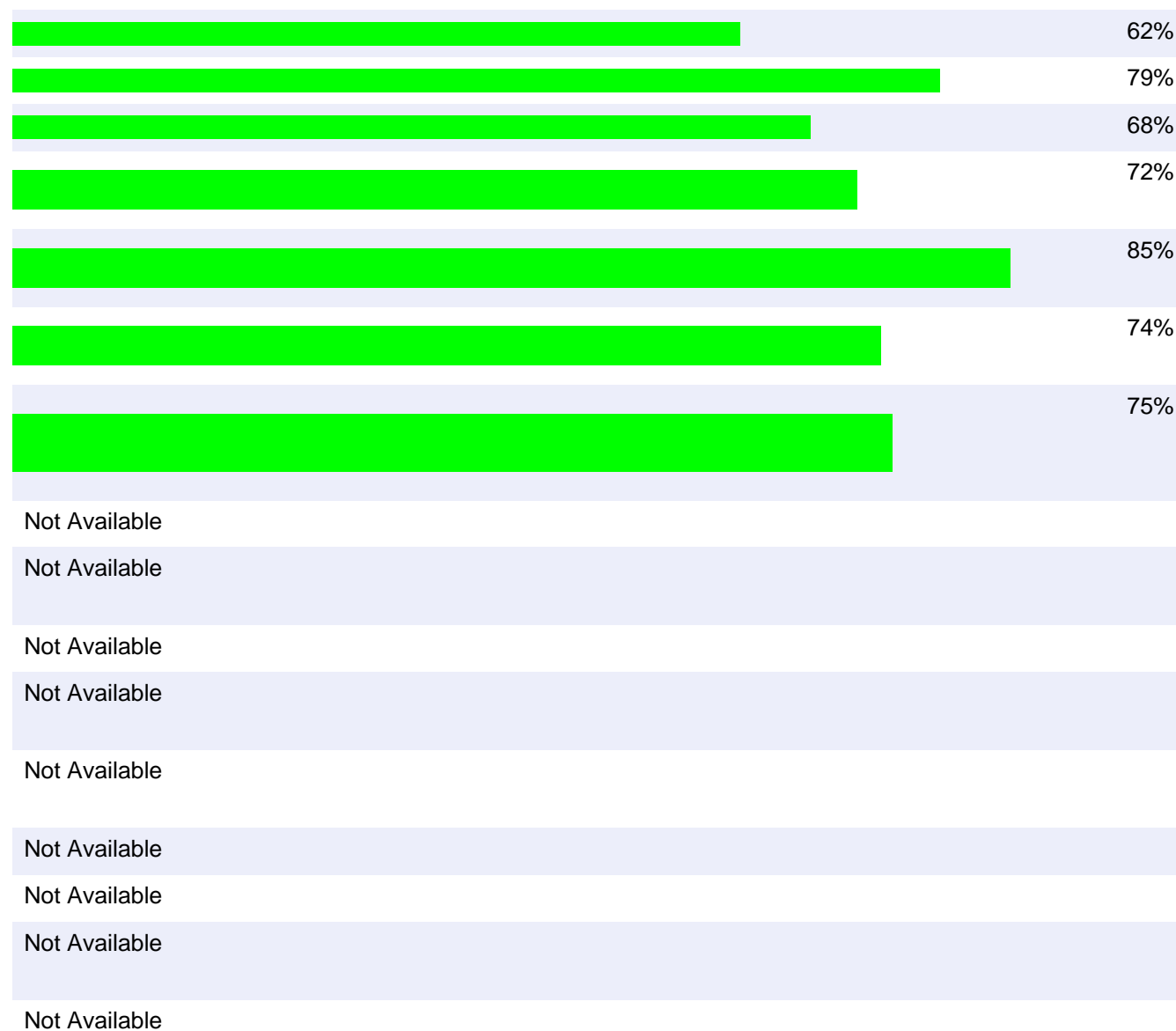


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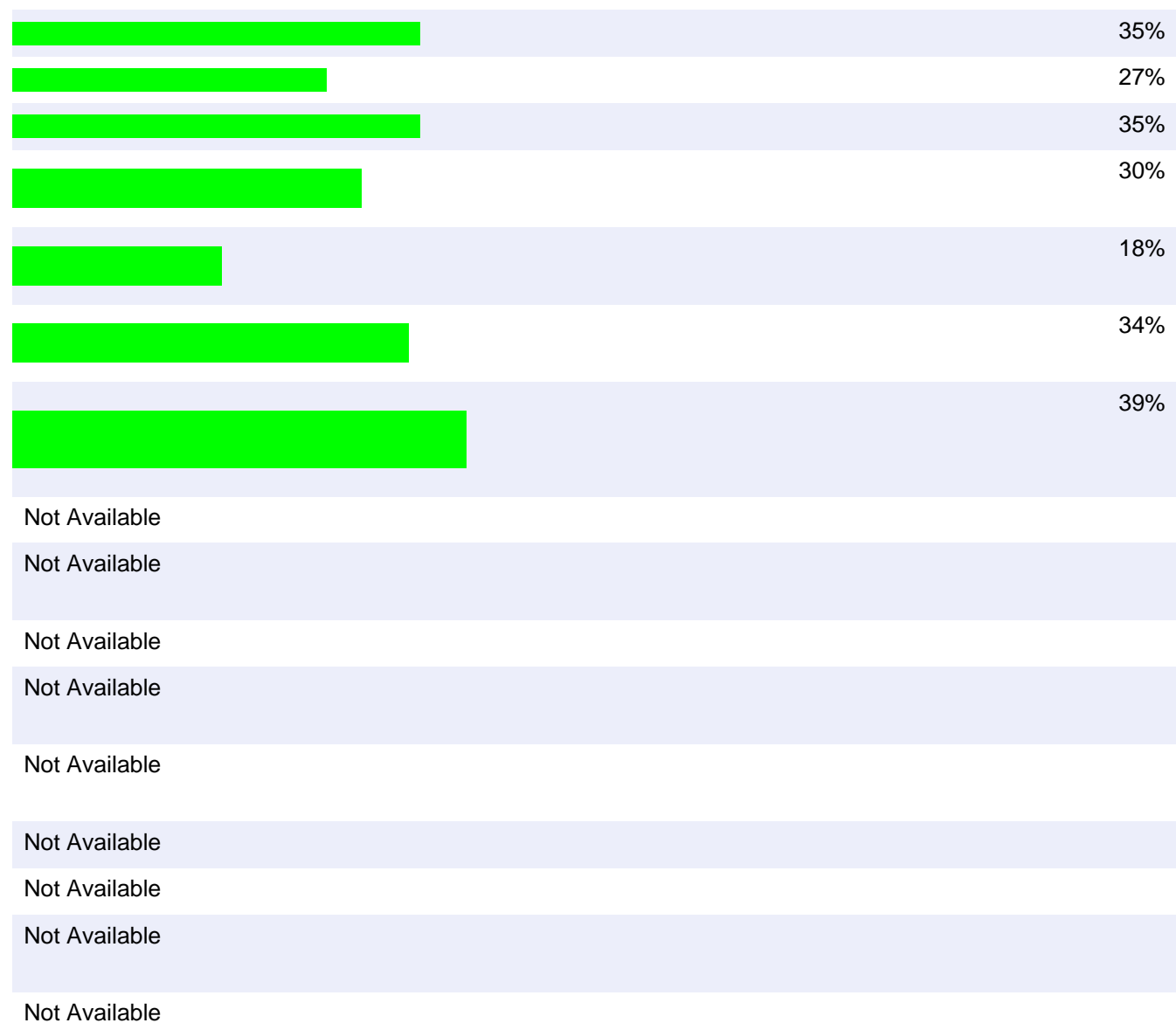
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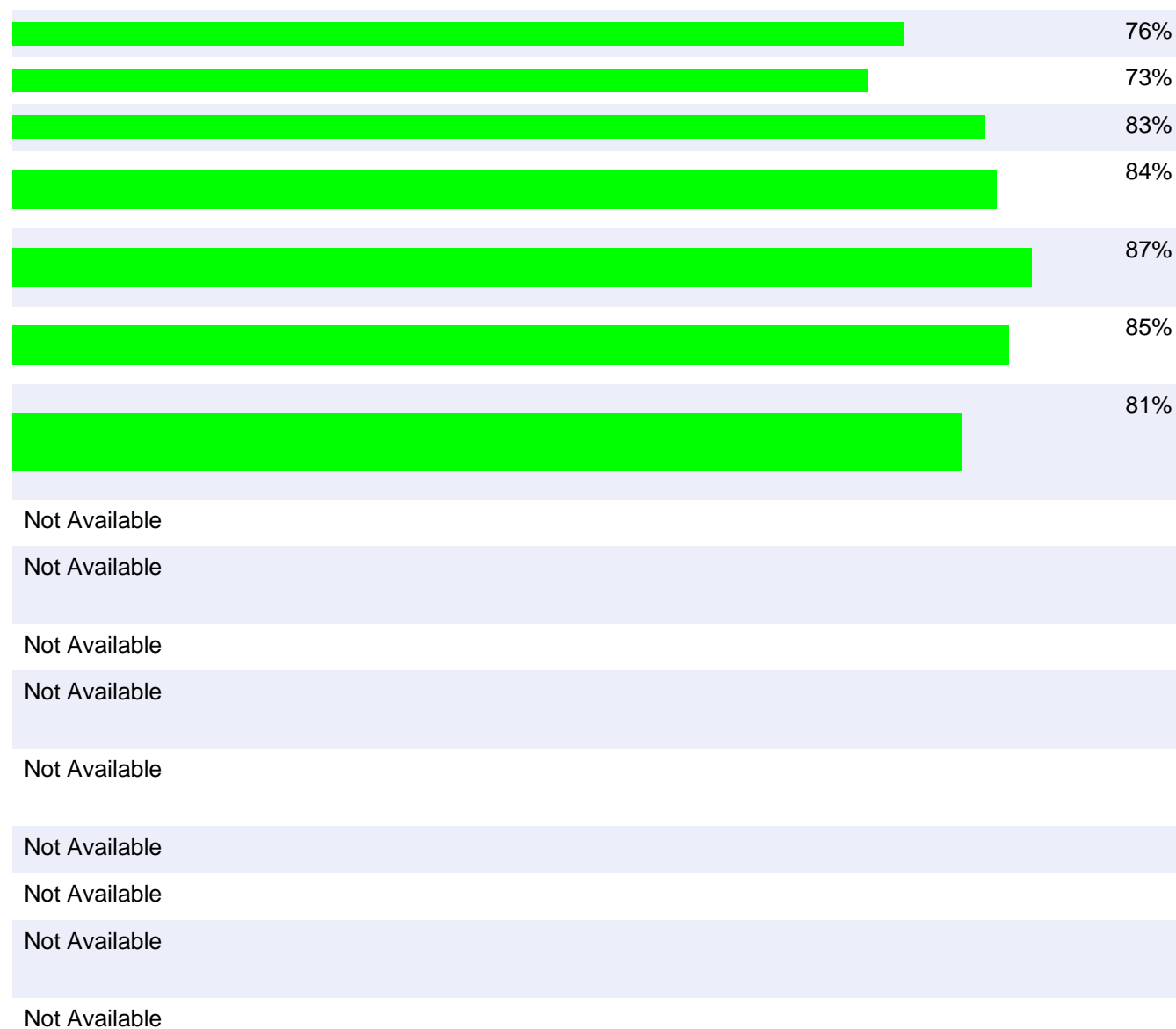
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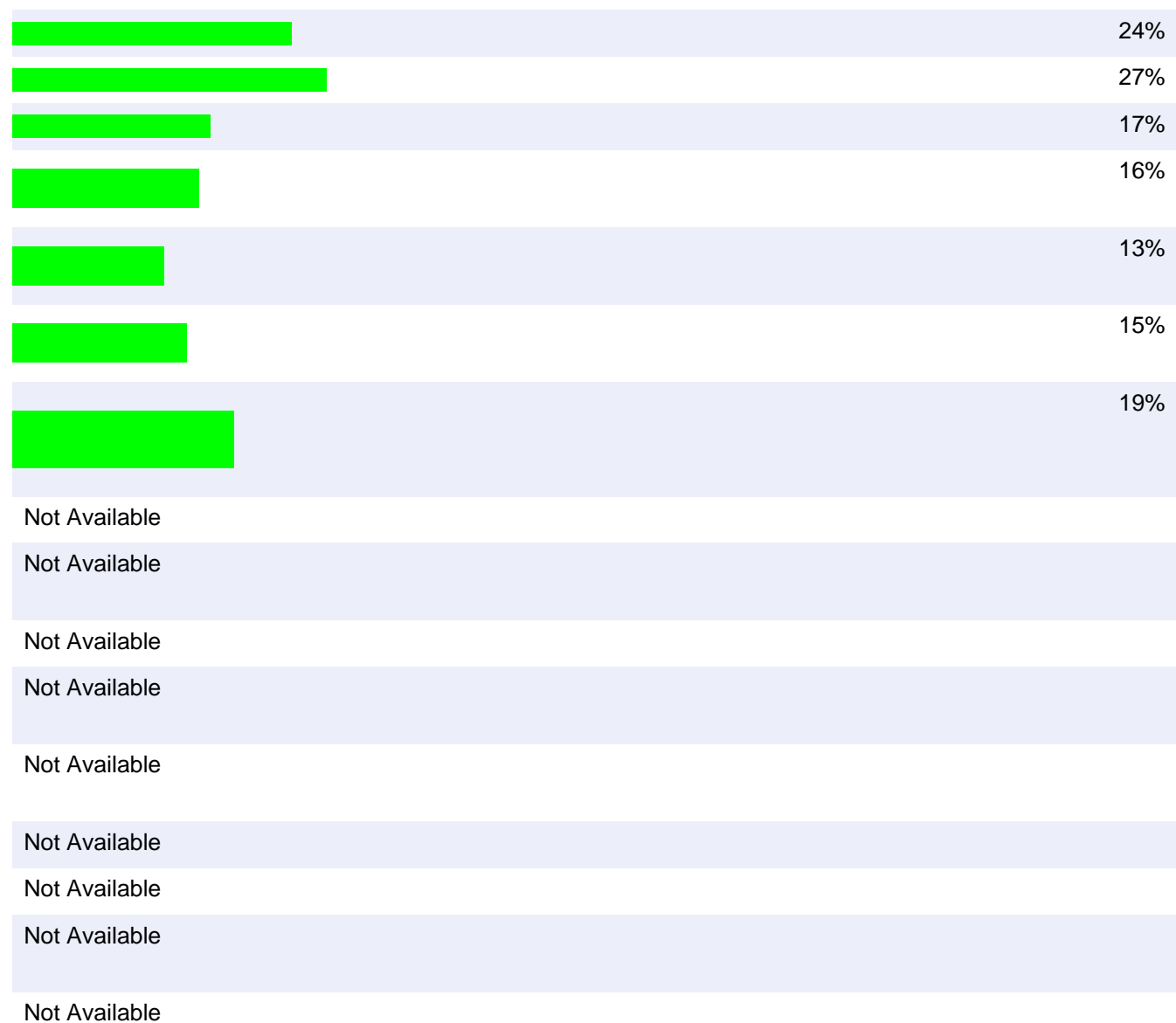
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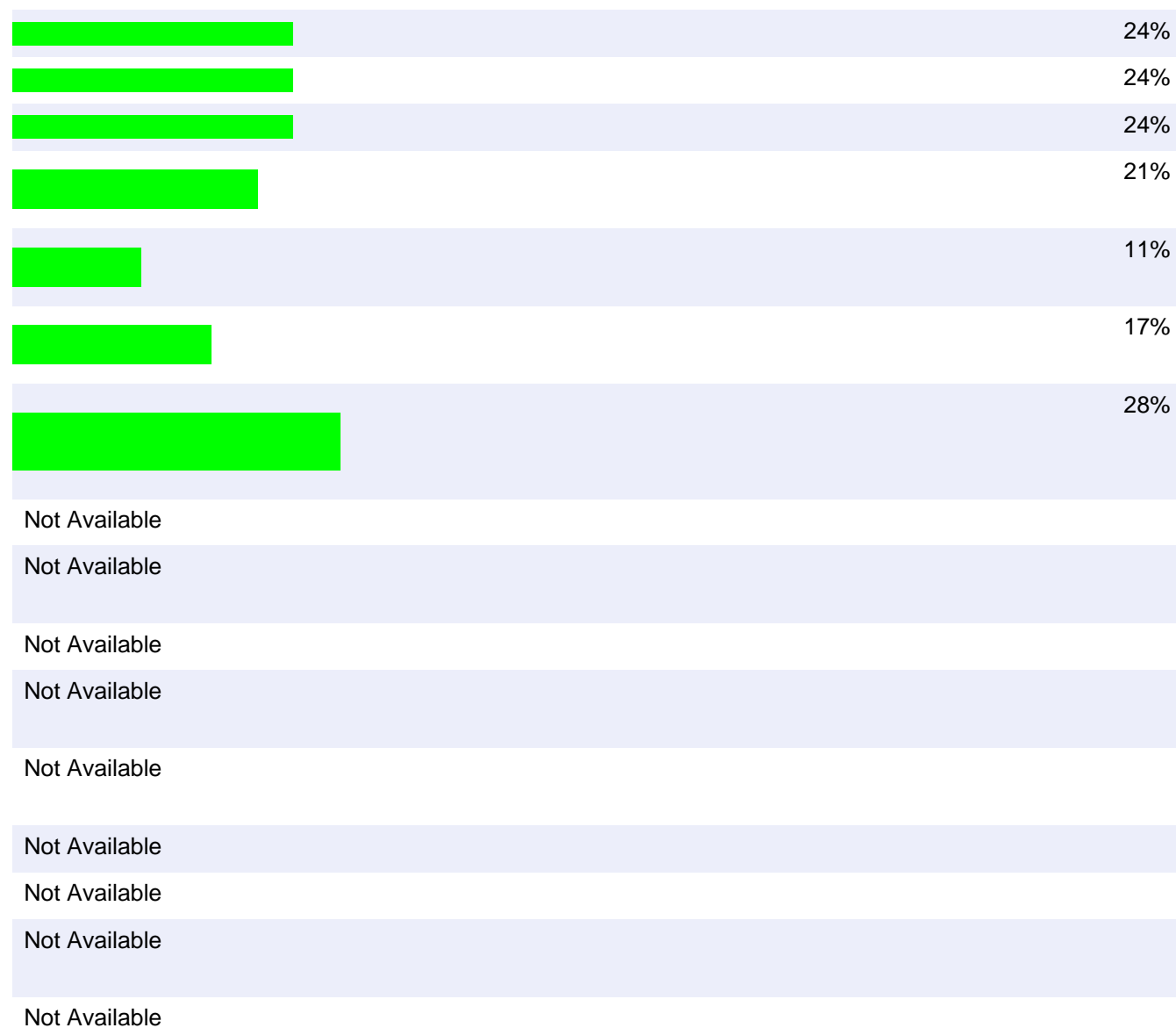
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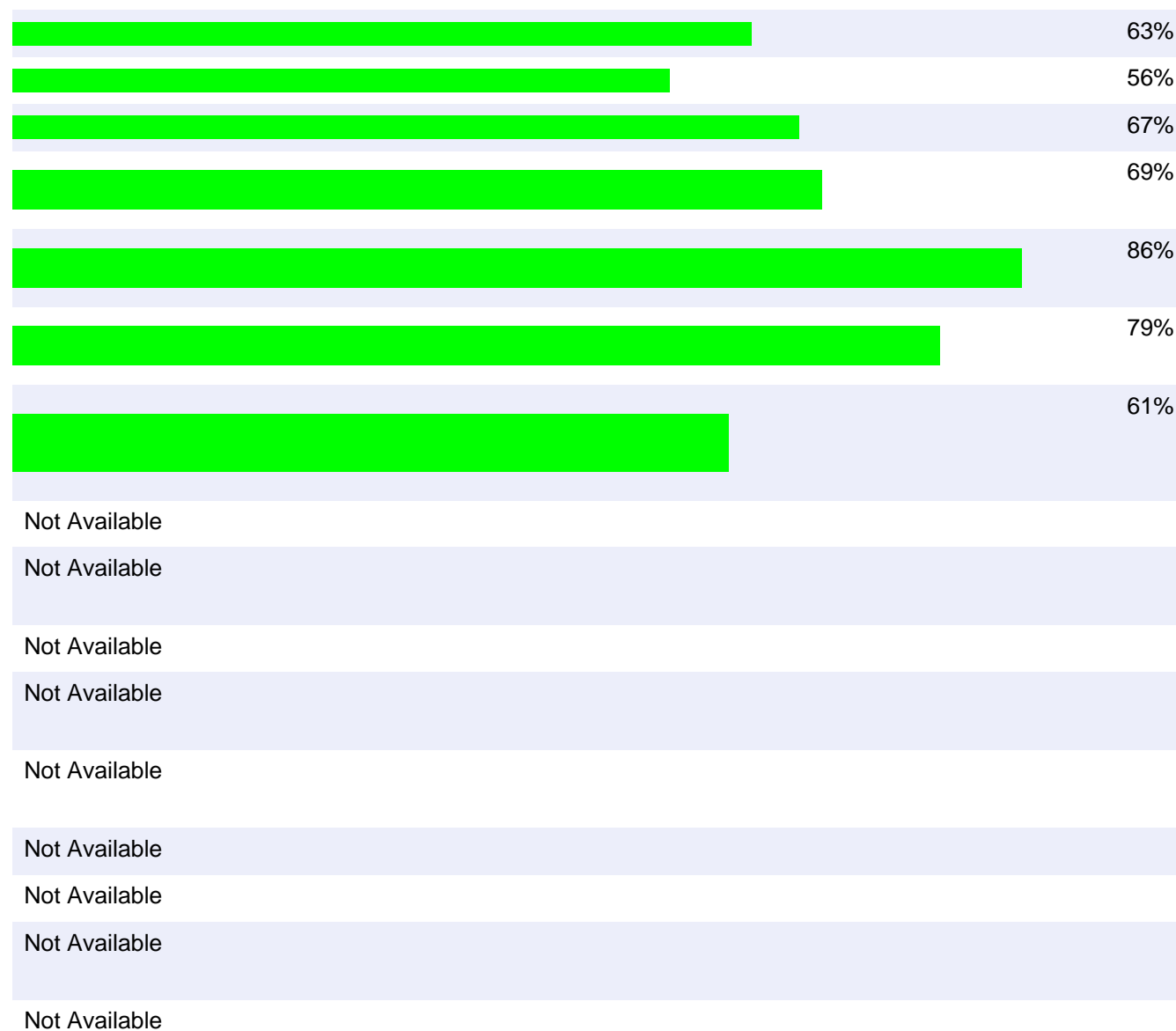
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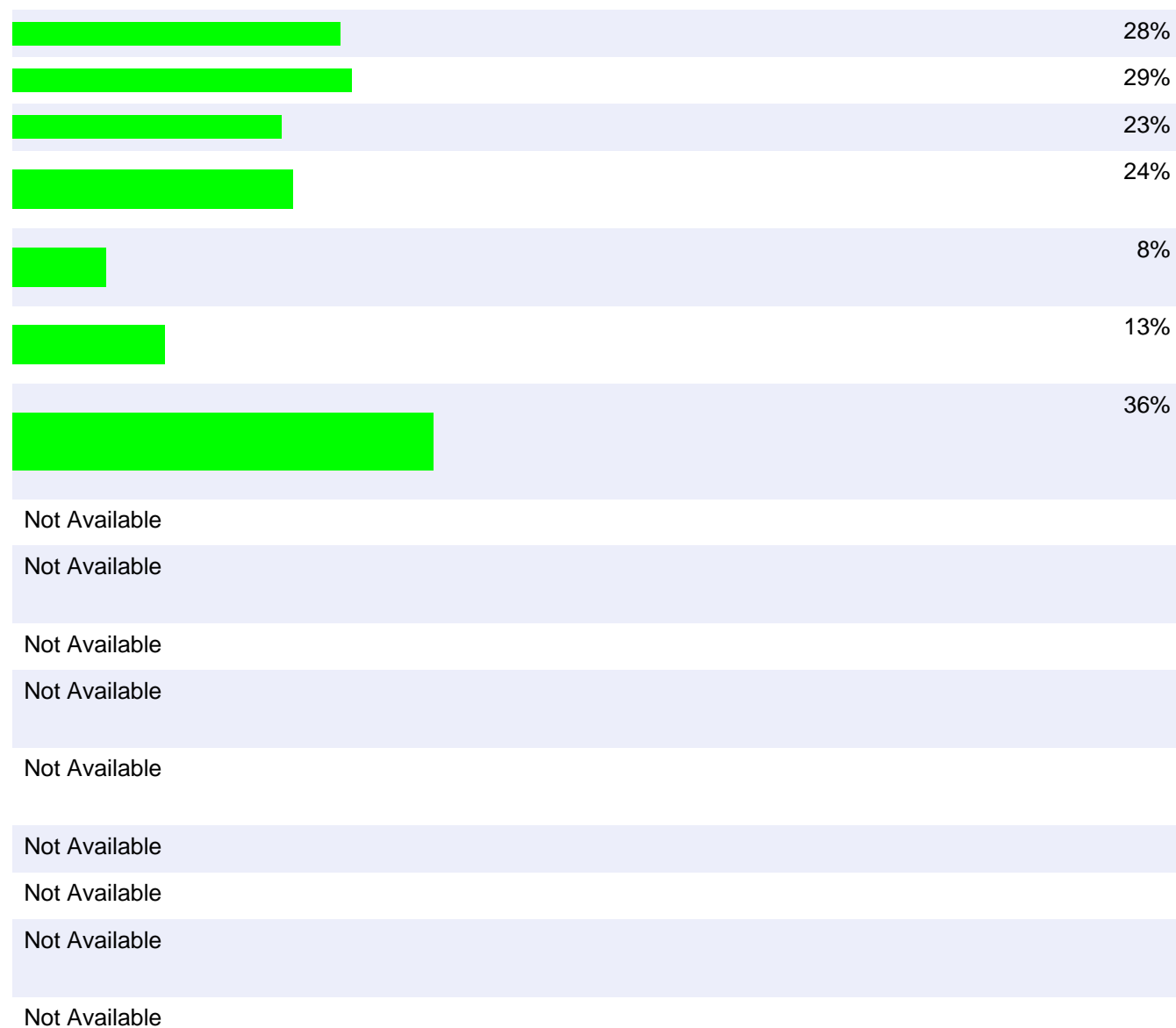
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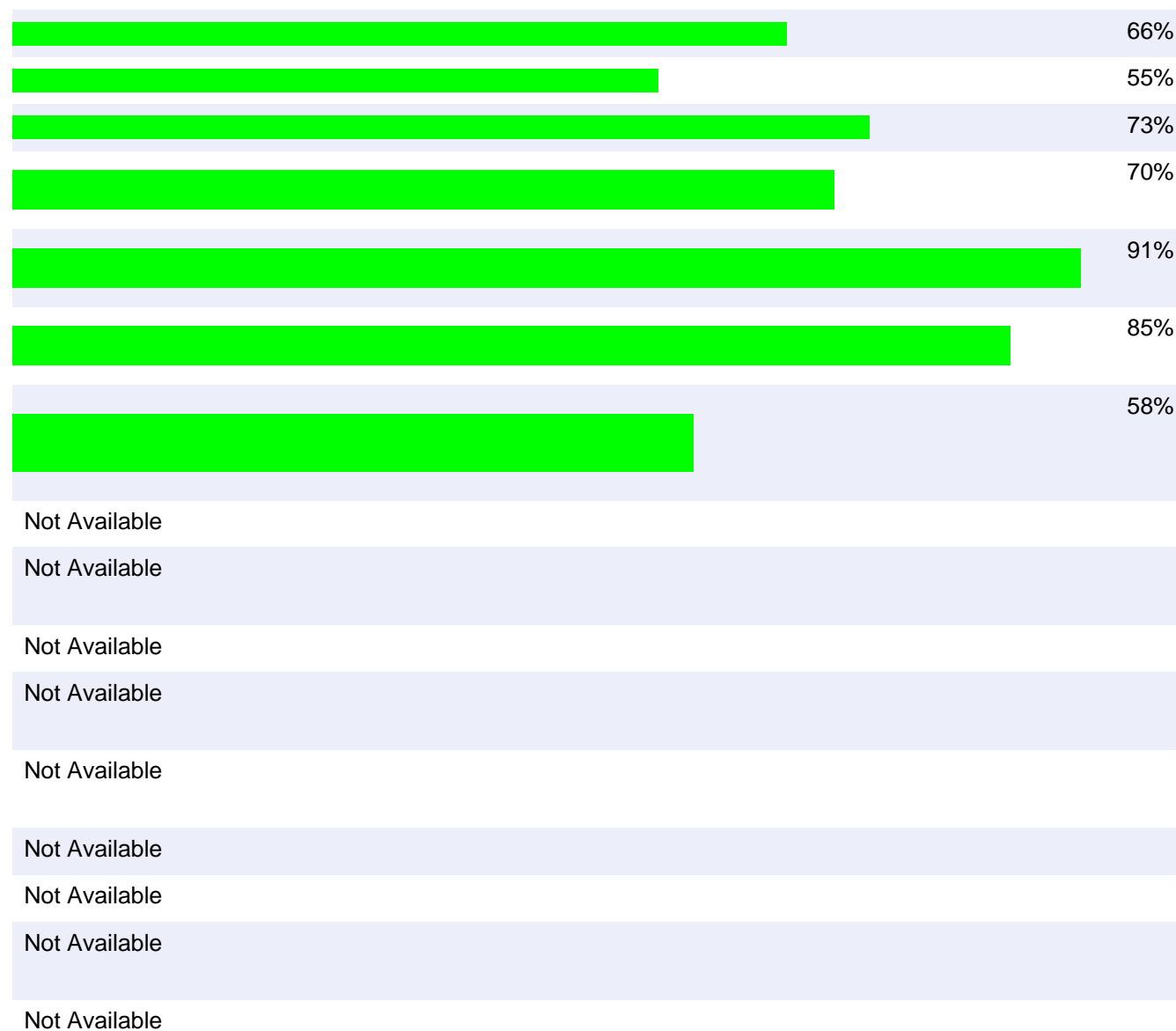
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

Between 100 and 299

300 or more

300 or more

Between 100 and 299

300 or more

Fewer than 100

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available








Not Available

Not Available

Not Available

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|   |     |   |
|---|-----|---|
|  | 32% |   |
|  | 14% |   |
|  | 25% |   |
|  | 20% |   |
|  | 47% |   |
|  | 35% |   |
|  | 20% | Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance |
| Not Available   |     | Survey results are not available for this reporting period  |
| Not Available   |     | Survey results are not available for this reporting period  |
| Not Available   |     | Survey results are not available for this reporting period  |
| Not Available   |     | Survey results are not available for this reporting period  |
| Not Available   |     | Survey results are not available for this reporting period  |
| Not Available   |     | Survey results are not available for this reporting period  |
| Not Available   |     | Survey results are not available for this reporting period  |
| Not Available   |     | Survey results are not available for this reporting period  |
| Not Available   |     | Survey results are not available for this reporting period  |
| Not Available   |     | Survey results are not available for this reporting period  |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|        |                                    |                         |
|--------|------------------------------------|-------------------------|
| 051305 | MAYERS MEMORIAL HOSPITAL           | 43563 HWY 299 EAST      |
| 051306 | GLENN MEDICAL CENTER               | 1133 W SYCAMORE ST      |
| 051307 | CATALINA ISLAND MEDICAL CENTER     | 100 FALLS CANYON ROAD   |
| 051308 | SURPRISE VALLEY COMMUNITY HOSPITAL | 741 NORTH MAIN STREET   |
| 051309 | JEROLD PHELPS COMMUNITY HOSPITAL   | 733 CEDAR ST            |
| 051310 | FRANK R HOWARD MEMORIAL HOSPITAL   | 1 MADRONE STREET        |
| 051311 | BIGGS GRIDLEY MEMORIAL HOSPITAL    | 240 SPRUCE STREET       |
| 051312 | MOUNTAINS COMMUNITY HOSPITAL       | 29101 HOSPITAL ROAD     |
| 051314 | KERN VALLEY HEALTHCARE DISTRICT    | 6412 LAUREL AVE         |
| 051315 | TRINITY HOSPITAL                   | 60 EASTER AVENUE        |
| 051316 | FAIRCHILD MEDICAL CENTER           | 444 BRUCE STREET        |
| 051317 | ST HELENA HOSPITAL-CLEARLAKE       | 15630 18TH AVE - HWY 53 |
| 051318 | REDWOOD MEMORIAL HOSPITAL          | 3300 RENNER DRIVE       |
| 051319 | MERCY MEDICAL CENTER MT SHASTA     | 914 PINE STREET         |
| 051320 | BANNER LASSEN MEDICAL CENTER       | 1800 SPRING RIDGE DRIVE |
| 051321 | HEALDSBURG DISTRICT HOSPITAL       | 1375 UNIVERSITY AVENUE  |
| 051323 | COLORADO RIVER MEDICAL CENTER      | 1401 BAILEY AVE         |
| 051324 | NORTHERN INYO HOSPITAL             | 150 PIONEER LANE        |
| 051325 | MENDOCINO COAST DISTRICT HOSPITAL  | 700 RIVER DR            |
| 051328 | TAHOE FOREST HOSPITAL              | 10121 PINE AVE          |
| 051329 | SUTTER LAKESIDE HOSPITAL           | 5176 HILL ROAD EAST     |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|                  |    |
|------------------|----|
| FALL RIVER MILLS | CA |
| WILLOWS          | CA |
| AVALON           | CA |
| CEDARVILLE       | CA |
| GARBERVILLE      | CA |
| WILLITS          | CA |
| GRIDLEY          | CA |
| LAKE ARROWHEAD   | CA |
| LAKE ISABELLA    | CA |
| WEAVERVILLE      | CA |
| YREKA            | CA |
| CLEARLAKE        | CA |
| FORTUNA          | CA |
| MOUNT SHASTA     | CA |
| SUSANVILLE       | CA |
| HEALDSBURG       | CA |
| NEEDLES          | CA |
| BISHOP           | CA |
| FORT BRAGG       | CA |
| TRUCKEE          | CA |
| LAKEPORT         | CA |

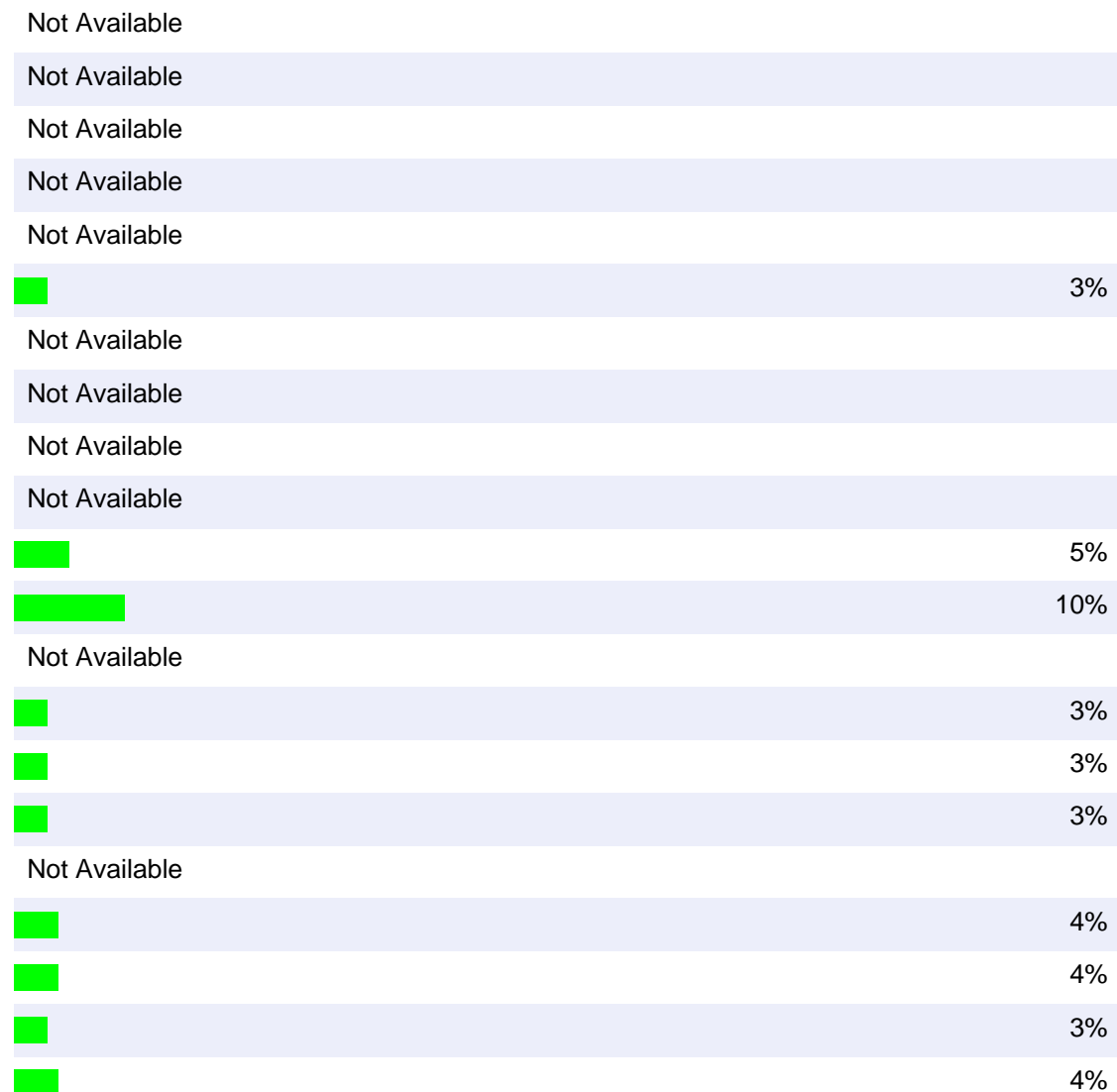
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|       |                |            |
|-------|----------------|------------|
| 96028 | SHASTA         | 5303365511 |
| 95988 | GLENN          | 5309341818 |
| 90704 | LOS ANGELES    | 3105100700 |
| 96104 | MODOC          | 5302796111 |
| 95542 | HUMBOLDT       | 7079233921 |
| 95490 | MENDOCINO      | 7074596801 |
| 95948 | BUTTE          | 5308465671 |
| 92352 | SAN BERNARDINO | 9093363651 |
| 93240 | KERN           | 7603792681 |
| 96093 | TRINITY        | 5306235541 |
| 96097 | SISKIYOU       | 5308424121 |
| 95422 | LAKE           | 7079946486 |
| 95540 | HUMBOLDT       | 7074458121 |
| 96067 | SISKIYOU       | 5309266111 |
| 96130 | LASSEN         | 5302522000 |
| 95448 | SONOMA         | 7074316500 |
| 92363 | SAN BERNARDINO | 7603264531 |
| 93514 | INYO           | 7608735811 |
| 95437 | MENDOCINO      | 7079611234 |
| 96161 | NEVADA         | 5305876011 |
| 95453 | LAKE           | 7072625000 |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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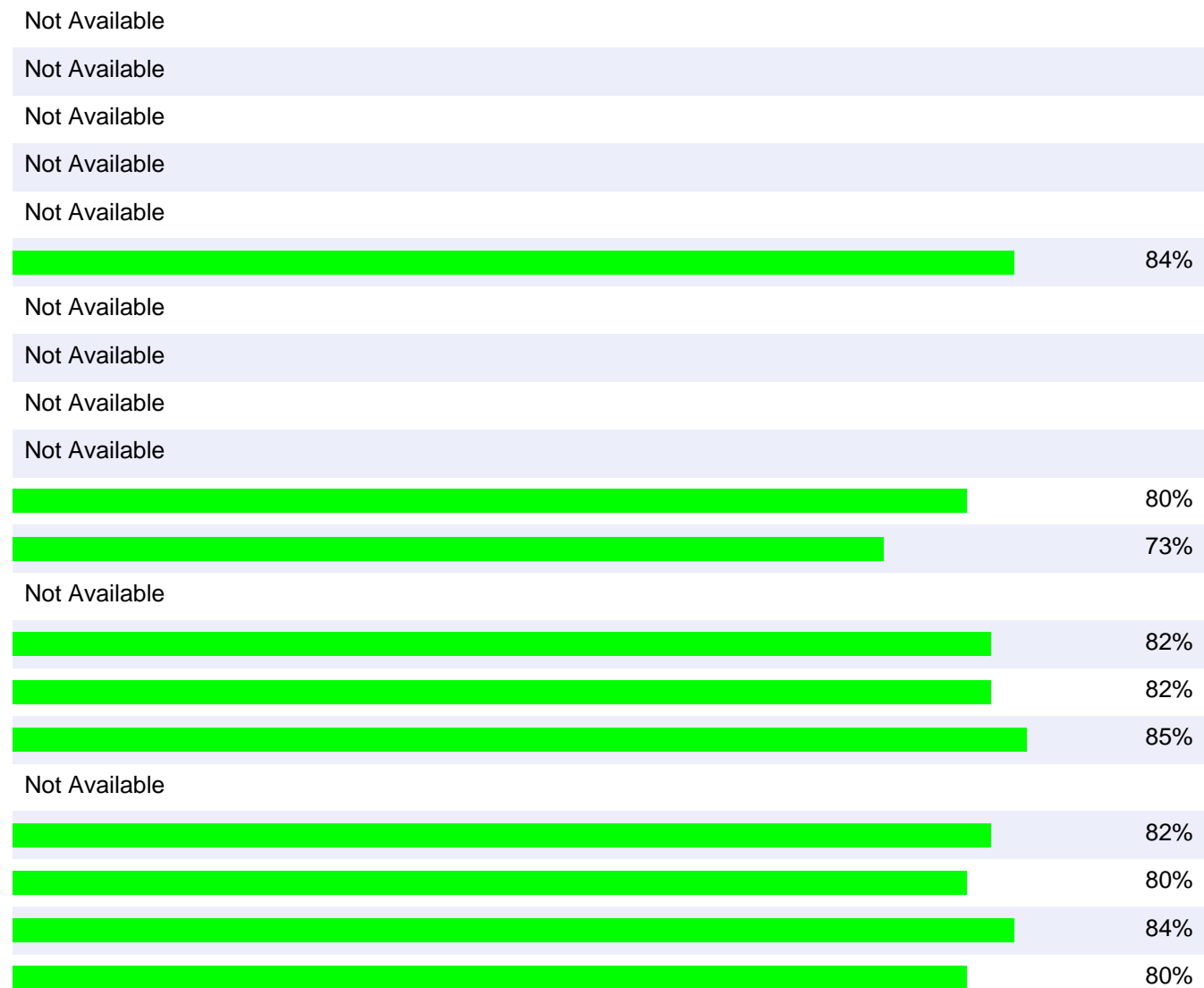
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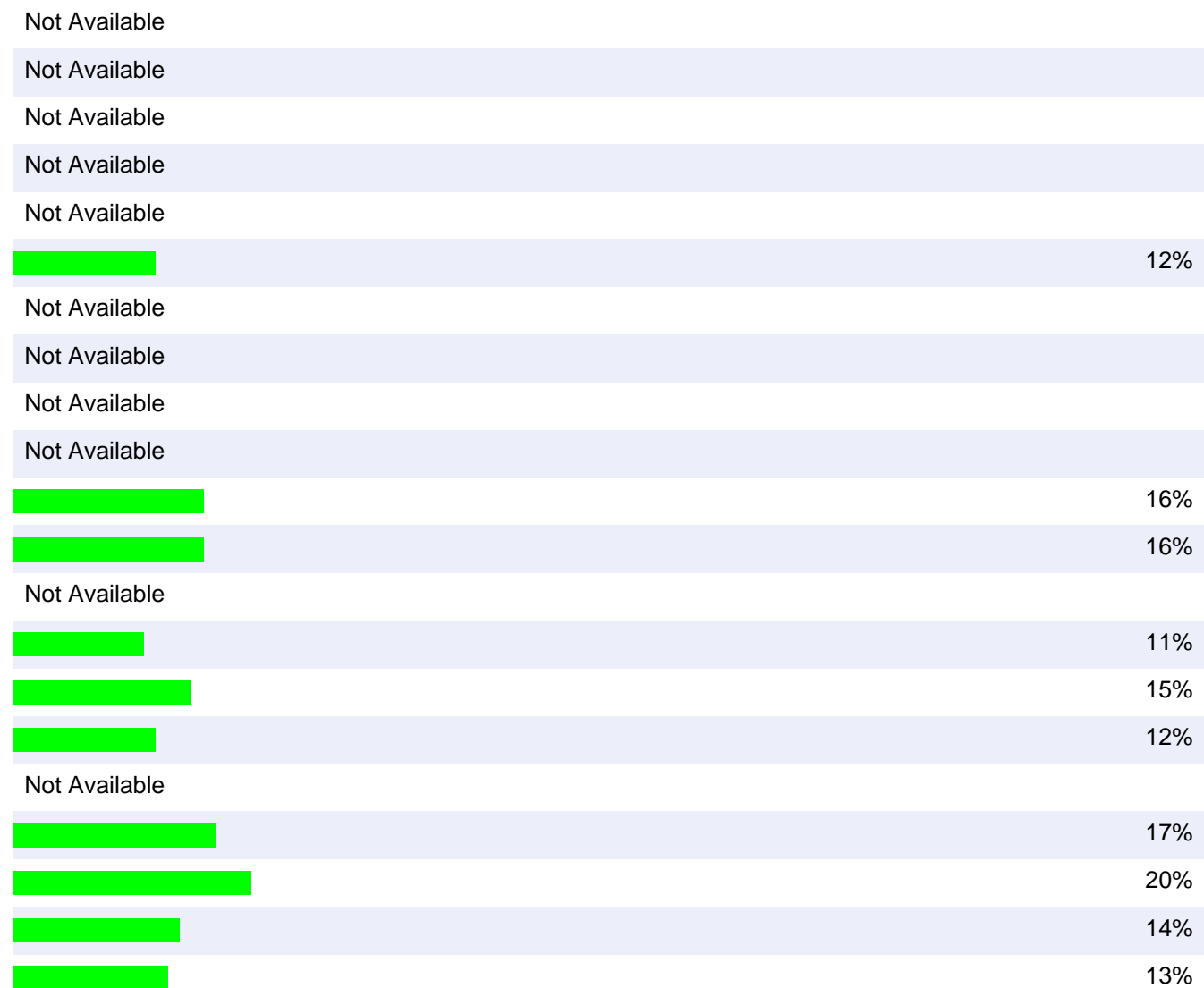
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Not Available

Not Available

Not Available

Not Available

Not Available

300 or more

Not Available

Not Available

Not Available

Not Available

Between 100 and 299

Between 100 and 299

Not Available

300 or more

Between 100 and 299

Between 100 and 299

Not Available

Between 100 and 299

300 or more

300 or more

300 or more

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|               |  |
|---------------|--|
| Not Available | Survey results are not available for this reporting period |
| Not Available | Survey results are not available for this reporting period |
| Not Available | Survey results are not available for this reporting period |
| Not Available | Survey results are not available for this reporting period |
| Not Available | Survey results are not available for this reporting period |
| 38%           |  |
| Not Available | Survey results are not available for this reporting period |
| Not Available | Survey results are not available for this reporting period |
| Not Available | Survey results are not available for this reporting period |
| Not Available | Survey results are not available for this reporting period |
| 33%           |  |
| 18%           |  |
| Not Available | Survey results are not available for this reporting period |
| 34%           |  |
| 21%           |  |
| 34%           |  |
| Not Available | Survey results are not available for this reporting period |
| 30%           |  |
| 34%           |  |
| 39%           |  |
| 28%           |  |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|        |   |                         |
|--------|---|-------------------------|
| 051331 | SANTA YNEZ VALLEY COTTAGE HOSPITAL                  | 2050 VIBORG RD          |
| 051332 | MARK TWAIN ST JOSEPH'S HOSPITAL                     | 768 MOUNTAIN RANCH RD   |
| 053302 | CHILDREN'S HOSP OF LOS ANGELES                      | 4650 SUNSET BLVD        |
| 053305 | LUCILE SALTER PACKARD CHILDREN'S HSP<br>AT STANFORD | 725 WELCH ROAD          |
| 053309 | MILLER CHILDREN'S HOSPITAL                          | 2801 ATLANTIC AVENUE    |
| 220001 | HEALTHALLIANCE HOSPITALS, INC                       | 60 HOSPITAL ROAD        |
| 220002 | MOUNT AUBURN HOSPITAL                               | 330 MOUNT AUBURN STREET |
| 220008 | STURDY MEMORIAL HOSPITAL                            | 211 PARK STREET         |
| 220010 | LAWRENCE GENERAL HOSPITAL                           | ONE GENERAL STREET      |
| 220011 | CAMBRIDGE HEALTH ALLIANCE                           | 1493 CAMBRIDGE STREET   |
| 220012 | CAPE COD HOSPITAL                                   | 88 LEWIS BAY ROAD       |
| 220015 | COOLEY DICKINSON HOSPITAL INC,THE                   | 30 LOCUST STREET        |
| 220016 | BAYSTATE FRANKLIN MEDICAL CENTER                    | 164 HIGH STREET         |
| 220017 | CARNEY HOSPITAL                                     | 2100 DORCHESTER AVENUE  |
| 220019 | HARRINGTON MEMORIAL HOSPITAL                        | 100 SOUTH STREET        |
| 220020 | SAINT ANNE'S HOSPITAL                               | 795 MIDDLE STREET       |
| 220024 | HOLYOKE MEDICAL CENTER                              | 575 BEECH STREET        |
| 220029 | ANNA JAKUES HOSPITAL                                | 25 HIGHLAND AVENUE      |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

| SOLVANG     | CA |
|-------------|----|
| SAN ANDREAS | CA |
| LOS ANGELES | CA |
| PALO ALTO   | CA |
| LONG BEACH  | CA |
| LEOMINSTER  | MA |
| CAMBRIDGE   | MA |
| ATTLEBORO   | MA |
| LAWRENCE    | MA |
| CAMBRIDGE   | MA |
| HYANNIS     | MA |
| NORTHAMPTON | MA |
| GREENFIELD  | MA |
| BOSTON      | MA |
| SOUTHBRIDGE | MA |
| FALL RIVER  | MA |
| HOLYOKE     | MA |
| NEWBURYPORT | MA |



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

93463 SANTA BARBARA 8056886431

95249 CALAVERAS 2097542515

90027 LOS ANGELES 3236692164

94304 SANTA CLARA 6504978000

90806 LOS ANGELES 5629338001

01453 WORCESTER 9784662000

02138 MIDDLESEX 6174923500

02703 BRISTOL 5082225200

01842 ESSEX 9786834000

02138 MIDDLESEX 6176652300

02601 BARNSTABLE 5087711800

01060 HAMPSHIRE 4135822000

01301 FRANKLIN 4137730211

02124 SUFFOLK 6175062000

01550 WORCESTER 5087659771

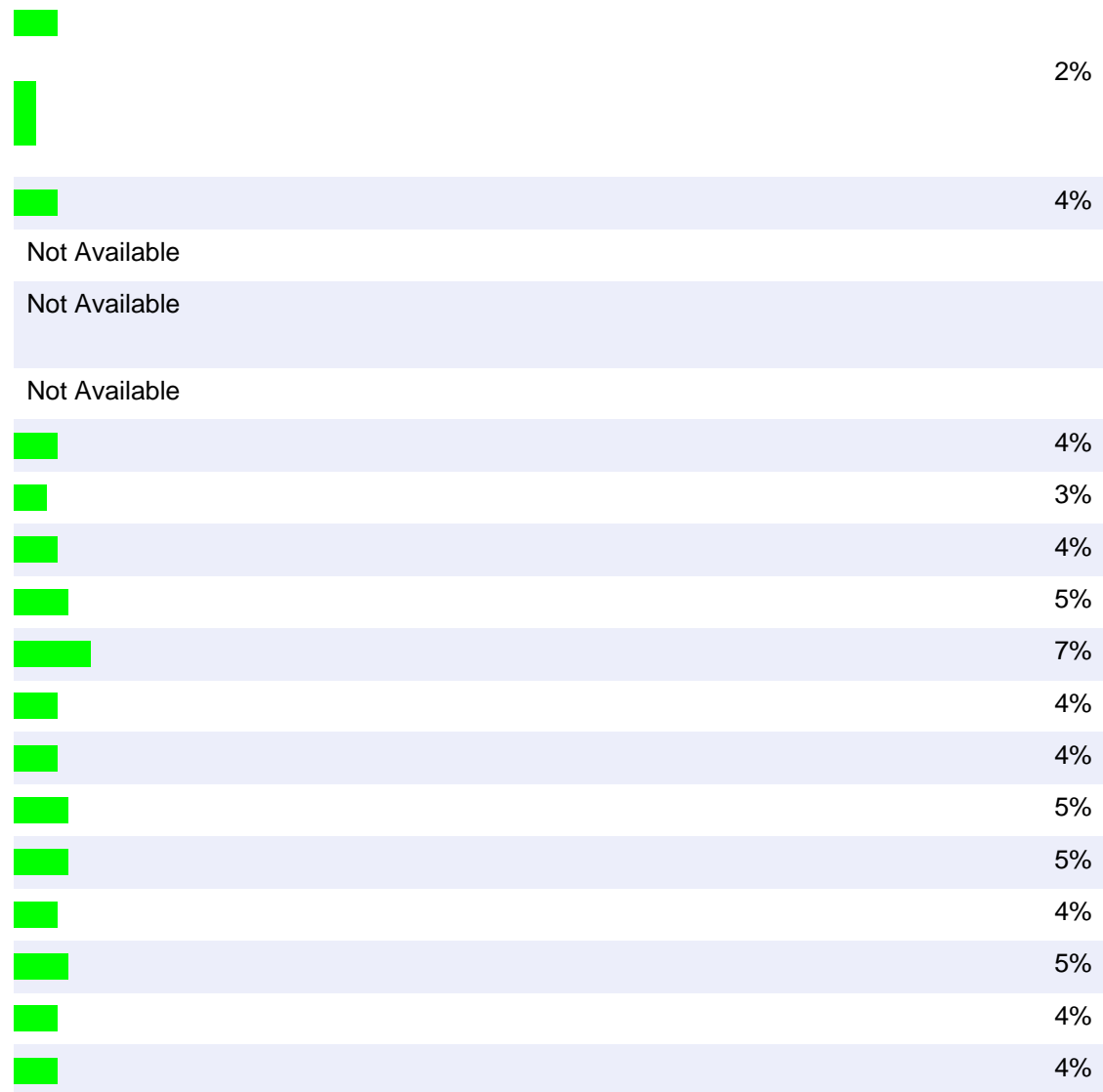
02721 BRISTOL 5086745600

01040 HAMPDEN 4135342500

01950 ESSEX 9784631000

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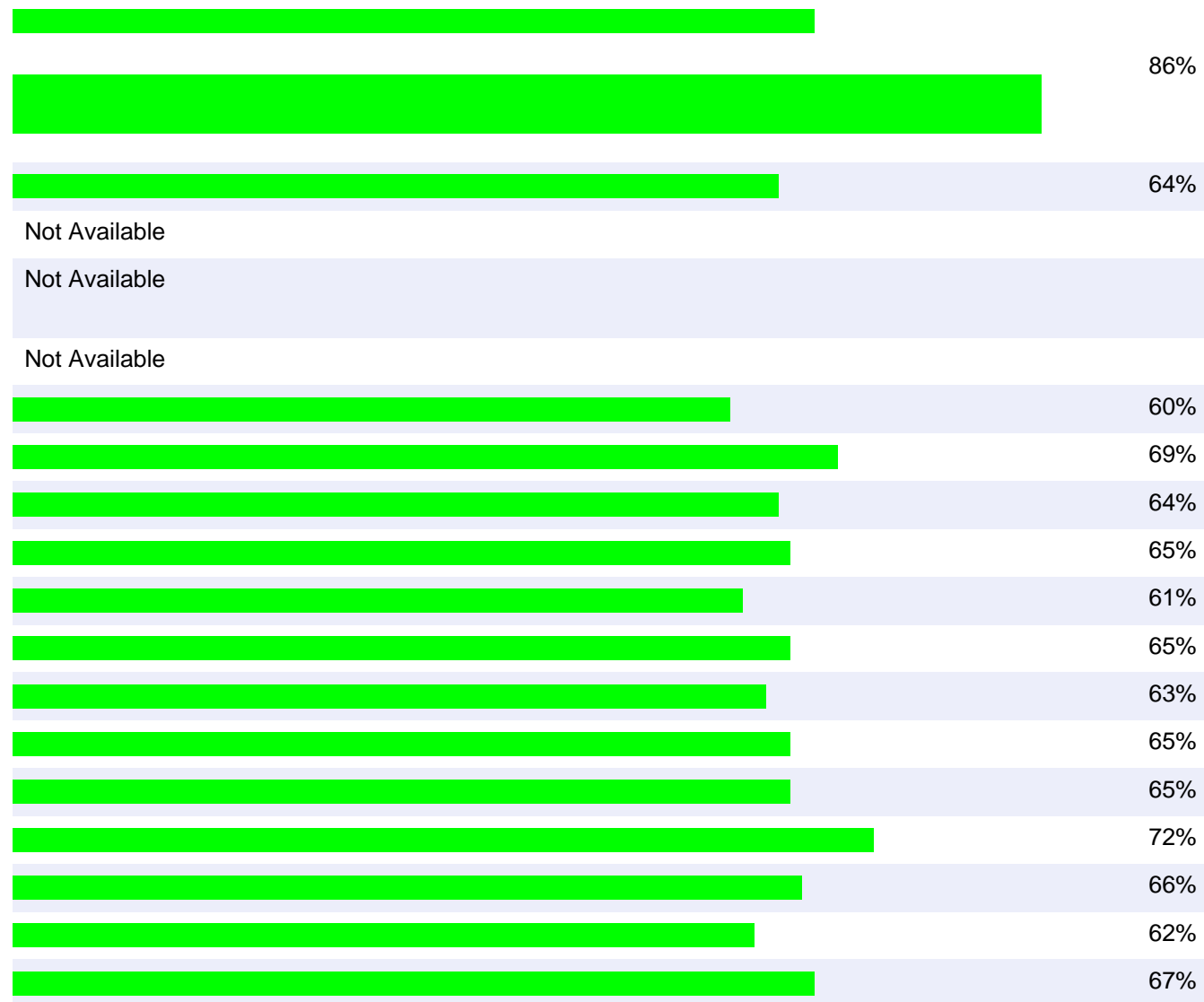
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Based on Survey of Patients' Hospital Experiences (HCAHPS)

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Fewer than 100

Between 100 and 299

Not Available

Not Available

Not Available

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|               |  |   |
|---------------|--|---|
|               |  |   |
|               |  | 45% Fewer than 100 patients completed the HCAHPS survey.<br>Use these scores with caution, as the number of surveys<br>may be too low to reliably assess hospital performance |
|               |  | 21%   |
| Not Available |  | Survey results are not available for this reporting period  |
| Not Available |  | Survey results are not available for this reporting period  |
| Not Available |  | Survey results are not available for this reporting period  |
|               |  | 34%   |
|               |  | 37%   |
|               |  | 32%   |
|               |  | 27%   |
|               |  | 21%   |
|               |  | 40%   |
|               |  | 36%   |
|               |  | 30%   |
|               |  | 19%   |
|               |  | 30%   |
|               |  | 29%   |
|               |  | 27%   |
|               |  | 36%   |



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|        |   |                               |
|--------|---|-------------------------------|
| 220030 | WING MEMORIAL HOSPITAL AND MEDICAL CENTER | 40 WRIGHT STREET              |
| 220031 | BOSTON MEDICAL CENTER CORPORATION         | 1 BOSTON MEDICAL CENTER PLACE |
| 220033 | BEVERLY HOSPITAL CORPORATION              | 85 HERRICK STREET             |
| 220035 | NORTH SHORE MEDICAL CENTER                | 81 HIGHLAND AVENUE            |
| 220036 | ST ELIZABETH'S MEDICAL CENTER             | 736 CAMBRIDGE STREET          |
| 220046 | BERKSHIRE MEDICAL CENTER INC              | 725 NORTH STREET              |
| 220049 | MARLBOROUGH HOSPITAL                      | 157 UNION STREET              |
| 220050 | BAYSTATE MARY LANE HOSPITAL               | 85 SOUTH STREET               |
| 220051 | NORTH ADAMS REGIONAL HOSPITAL             | 71 HOSPITAL AVENUE            |
| 220052 | SIGNATURE HEALTHCARE BROCKTON HOSPITAL    | 680 CENTER STREET             |
| 220058 | CLINTON HOSPITAL ASSOCIATION              | 201 HIGHLAND STREET           |
| 220060 | JORDAN HOSPITAL INC                       | 275 SANDWICH STREET           |
| 220062 | ADCARE HOSPITAL OF WORCESTER INC          | 107 LINCOLN STREET            |
| 220063 | LOWELL GENERAL HOSPITAL                   | 295 VARNUM AVENUE             |
| 220065 | NOBLE HOSPITAL                            | 115 WEST SILVER STREET        |
| 220066 | MERCY MEDICAL CENTER                      | 271 CAREW STREET              |
| 220067 | QUINCY MEDICAL CENTER                     | 114 WHITWELL STREET           |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|  |             |    |
|--|-------------|----|
|  | PALMER      | MA |
|  | BOSTON      | MA |
|  | BEVERLY     | MA |
|  | SALEM       | MA |
|  | BRIGHTON    | MA |
|  | PITTSFIELD  | MA |
|  | MARLBOROUGH | MA |
|  | WARE        | MA |
|  | NORTH ADAMS | MA |
|  | BROCKTON    | MA |
|  | CLINTON     | MA |
|  | PLYMOUTH    | MA |
|  | WORCESTER   | MA |
|  | LOWELL      | MA |
|  | WESTFIELD   | MA |
|  | SPRINGFIELD | MA |
|  | QUINCY      | MA |

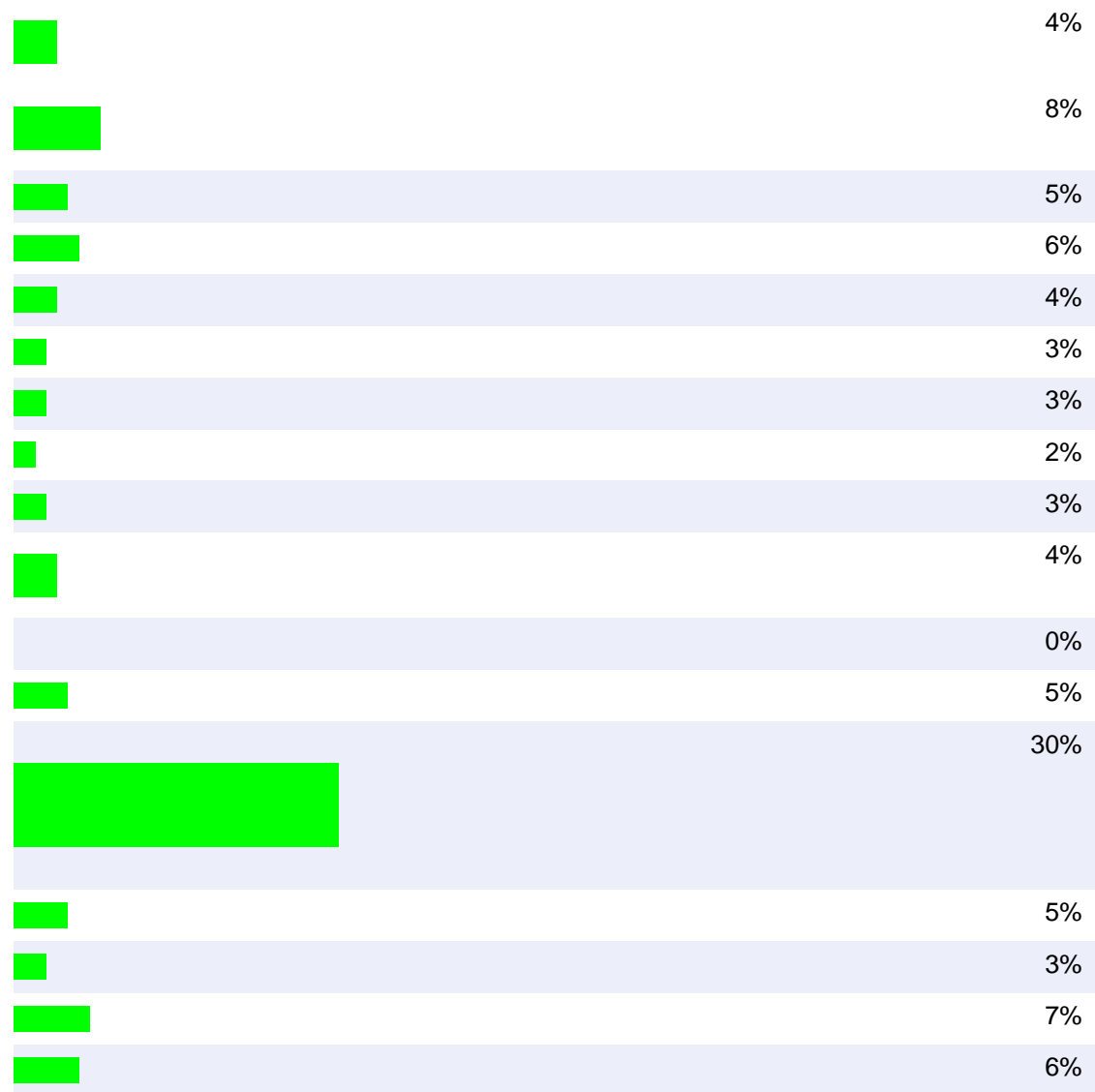
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|       |           |            |
|-------|-----------|------------|
| 01069 | HAMPDEN   | 4132837651 |
| 02118 | SUFFOLK   | 6176388000 |
| 01915 | ESSEX     | 9789223000 |
| 01970 | ESSEX     | 9787411215 |
| 02135 | SUFFOLK   | 6177893000 |
| 01201 | BERKSHIRE | 4134472000 |
| 01752 | MIDDLESEX | 5084815000 |
| 01082 | HAMPSHIRE | 4139676211 |
| 01247 | BERKSHIRE | 4136645000 |
| 02302 | PLYMOUTH  | 5089417000 |
| 01510 | WORCESTER | 9783683000 |
| 02360 | PLYMOUTH  | 5087462000 |
| 01605 | WORCESTER | 5087999000 |
| 01854 | MIDDLESEX | 9789376000 |
| 01085 | HAMPDEN   | 4135682811 |
| 01104 | HAMPDEN   | 4137489000 |
| 02169 | NORFOLK   | 6177736100 |

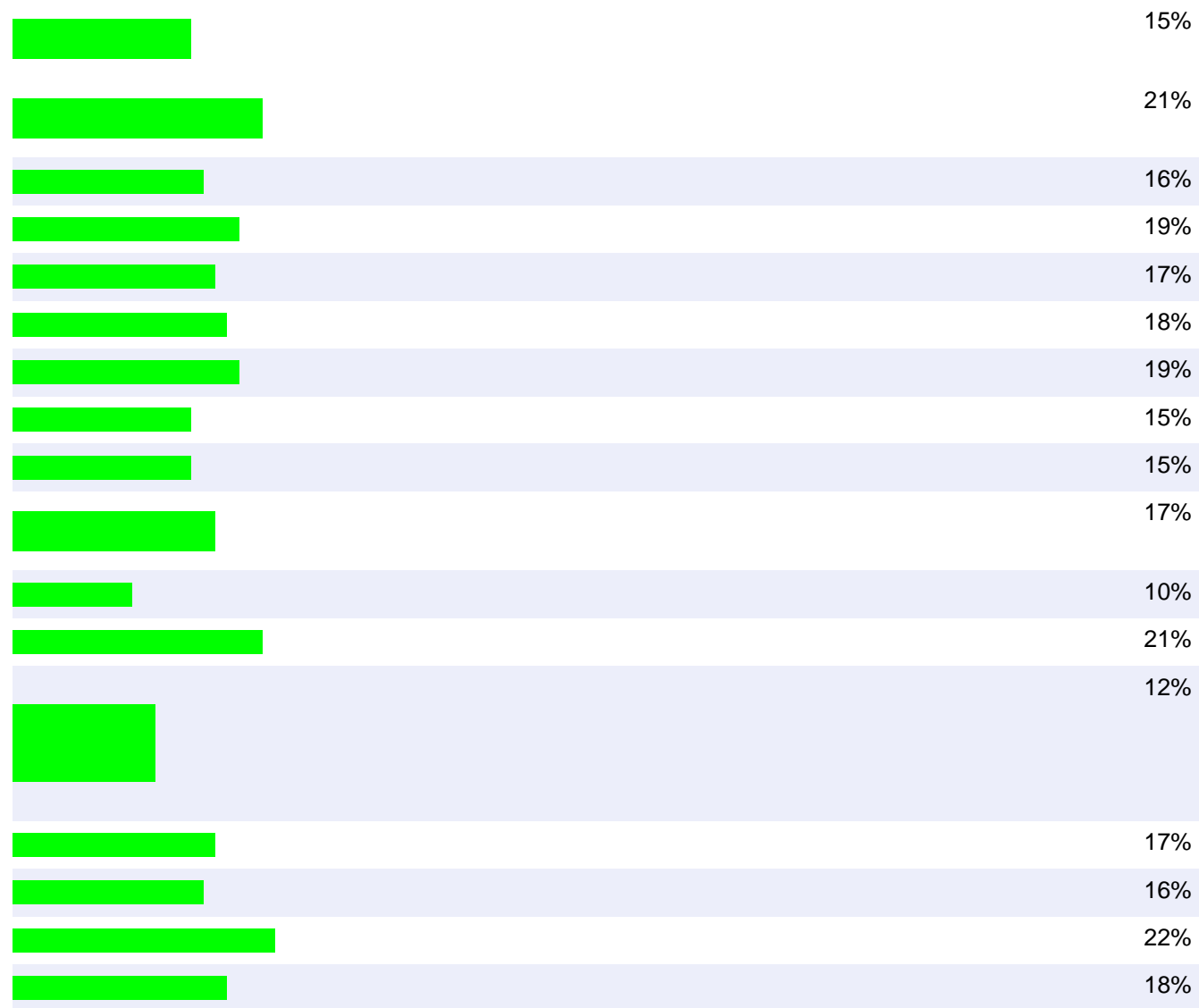
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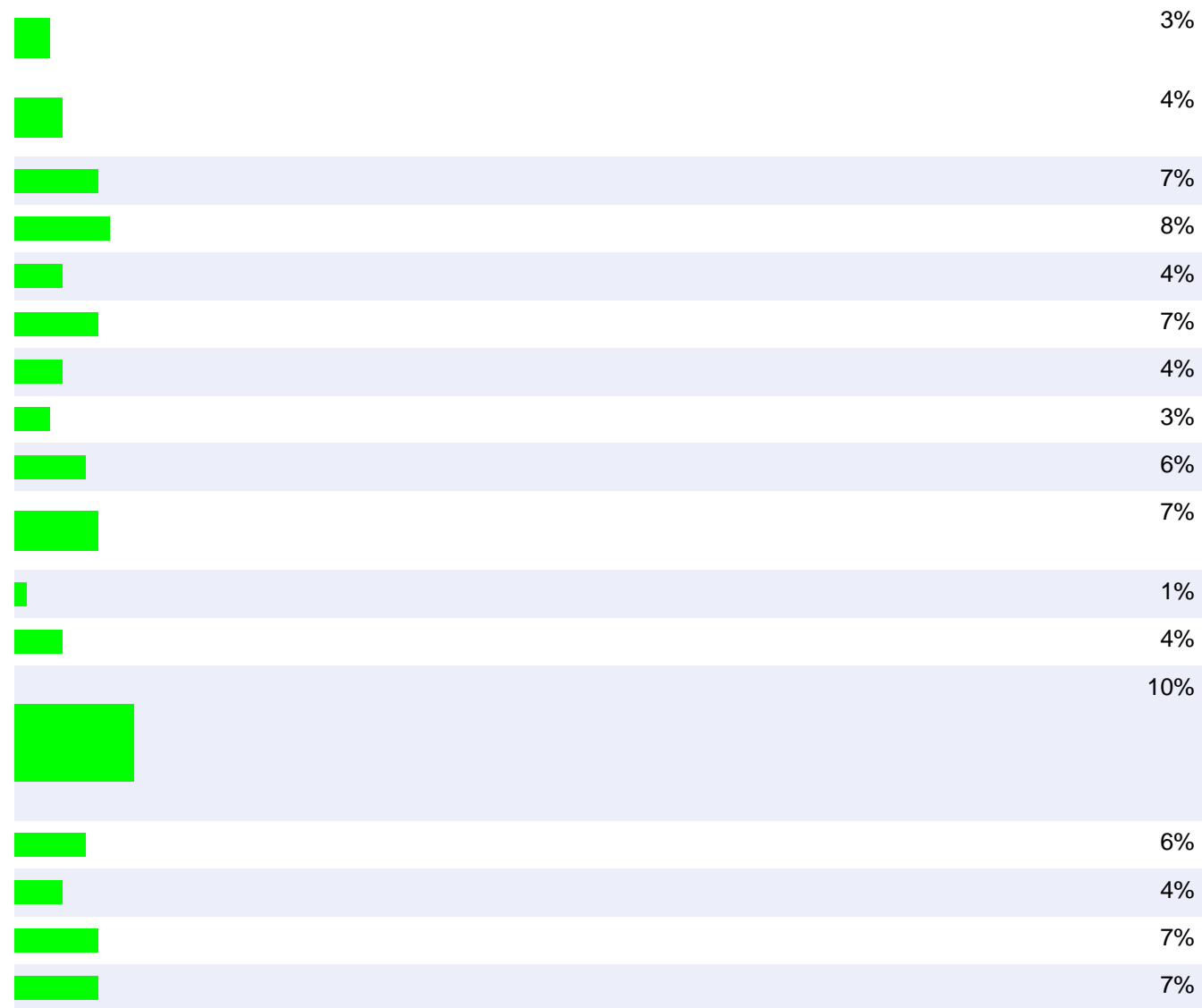
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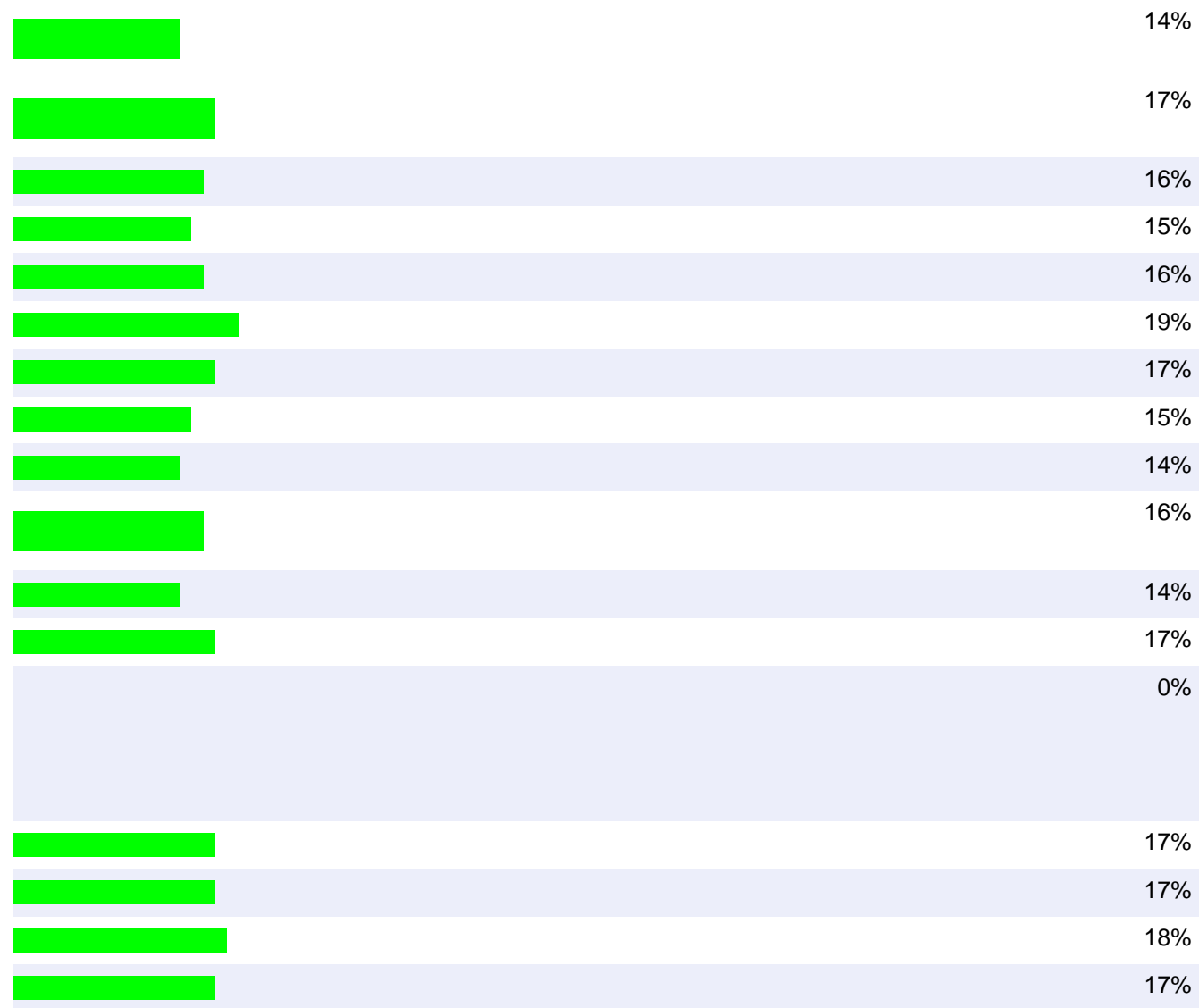
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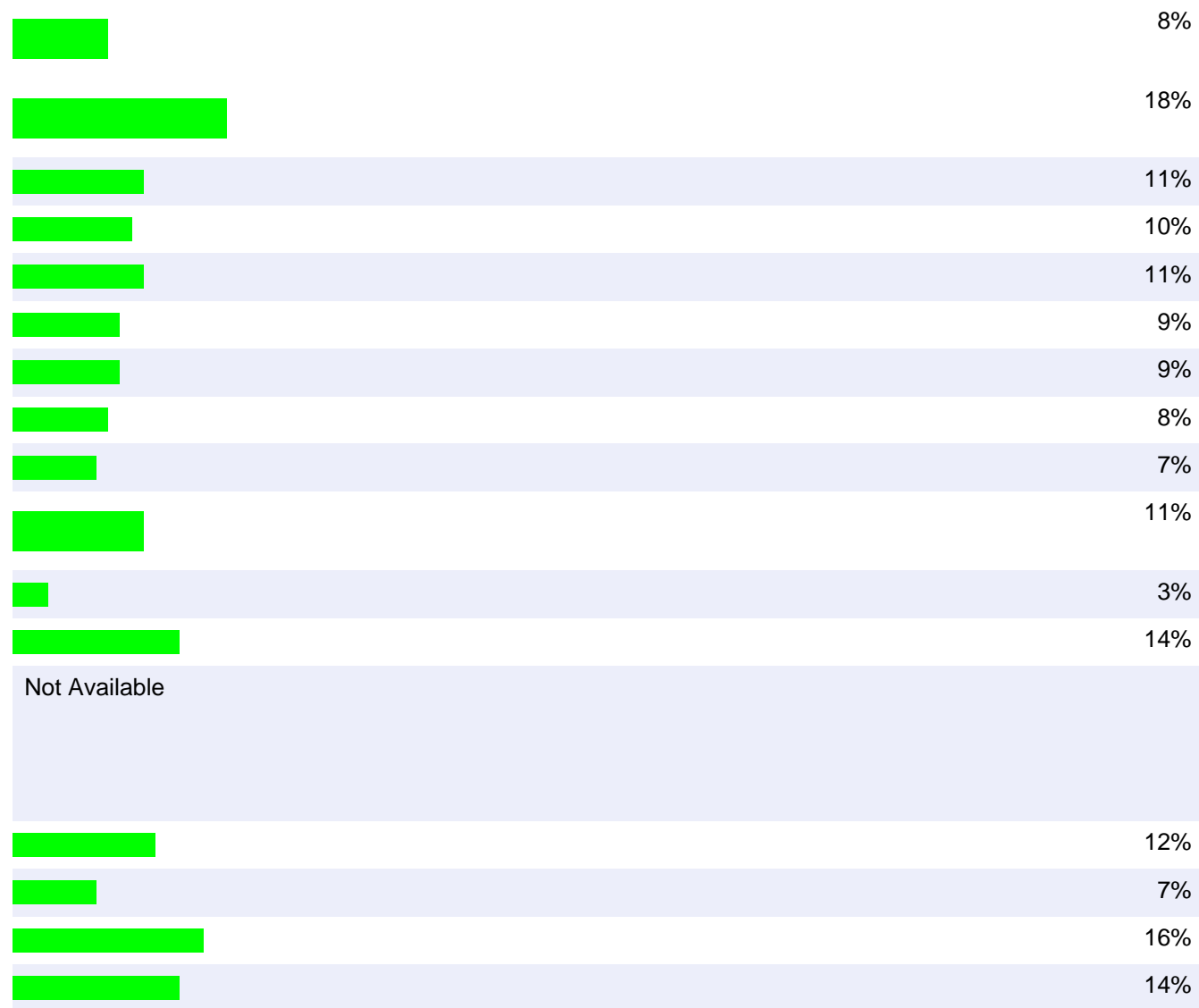
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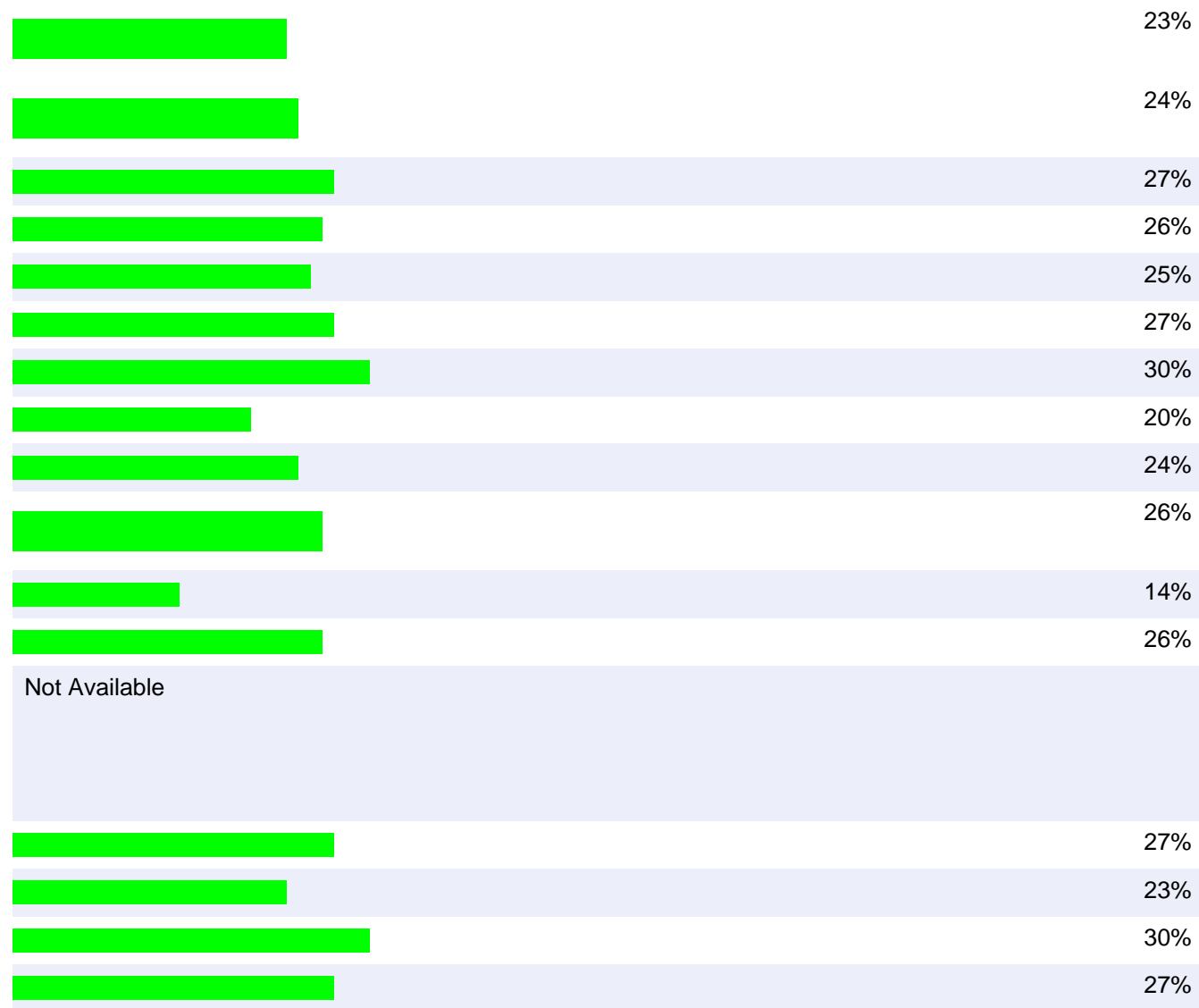
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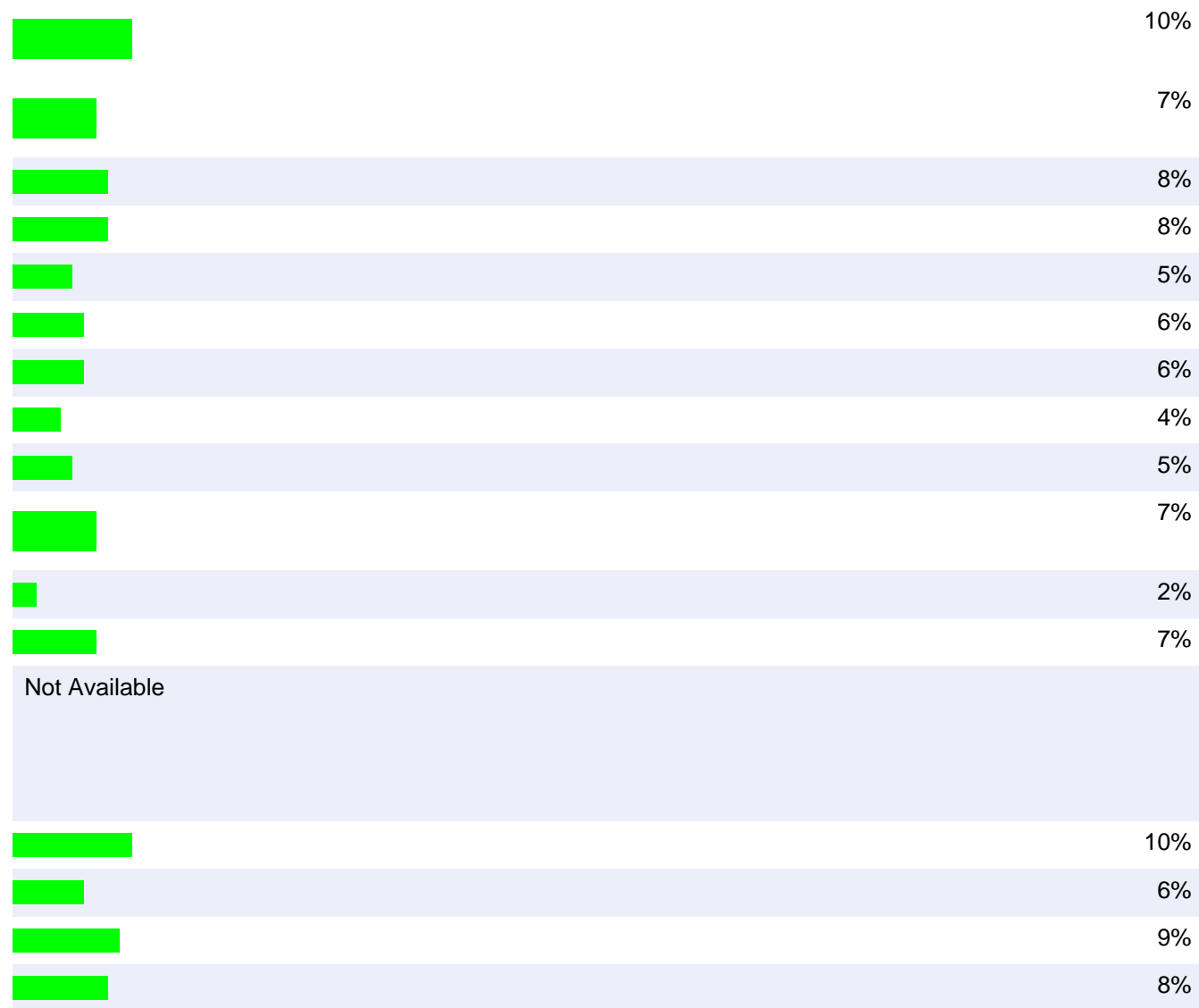
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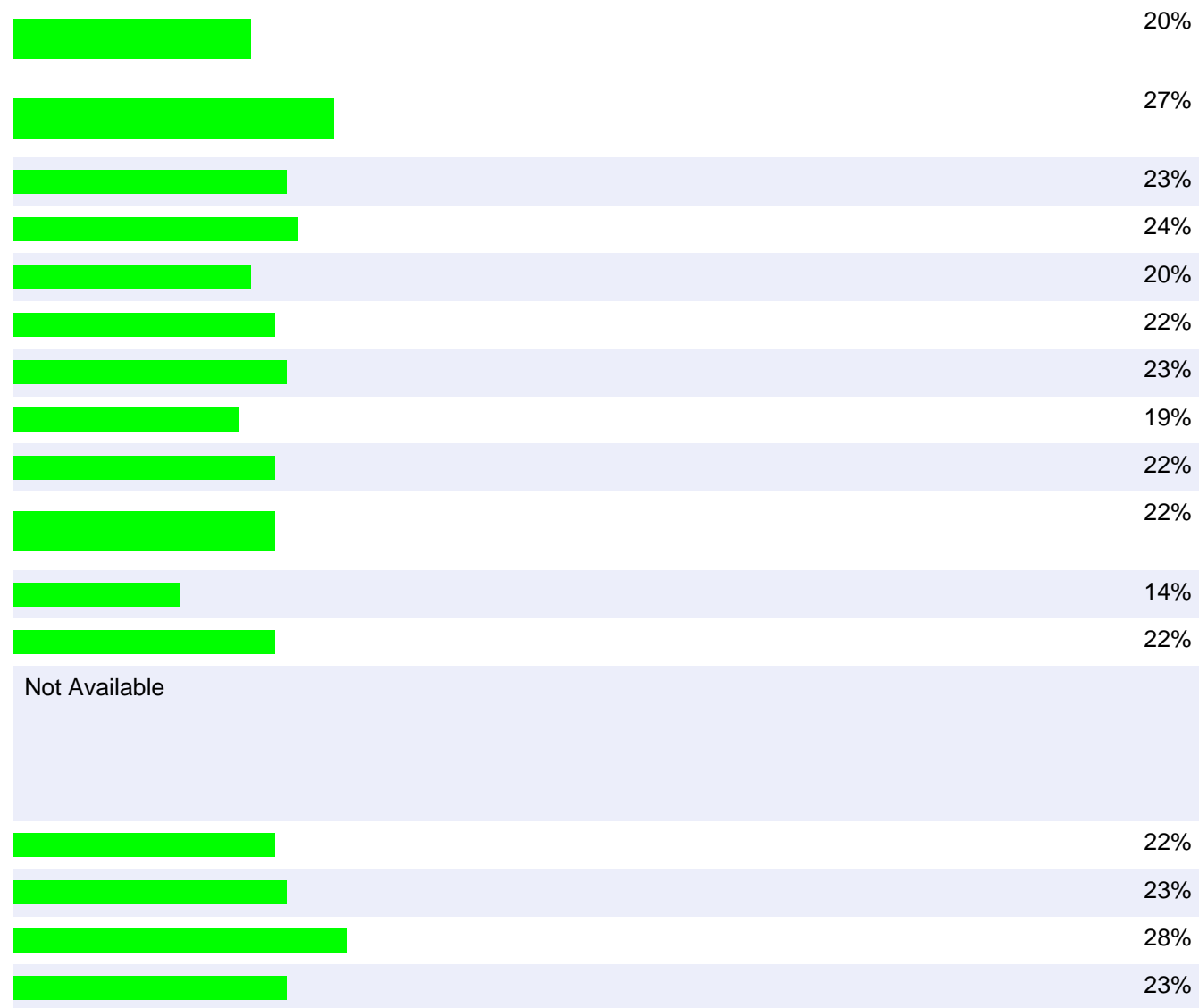
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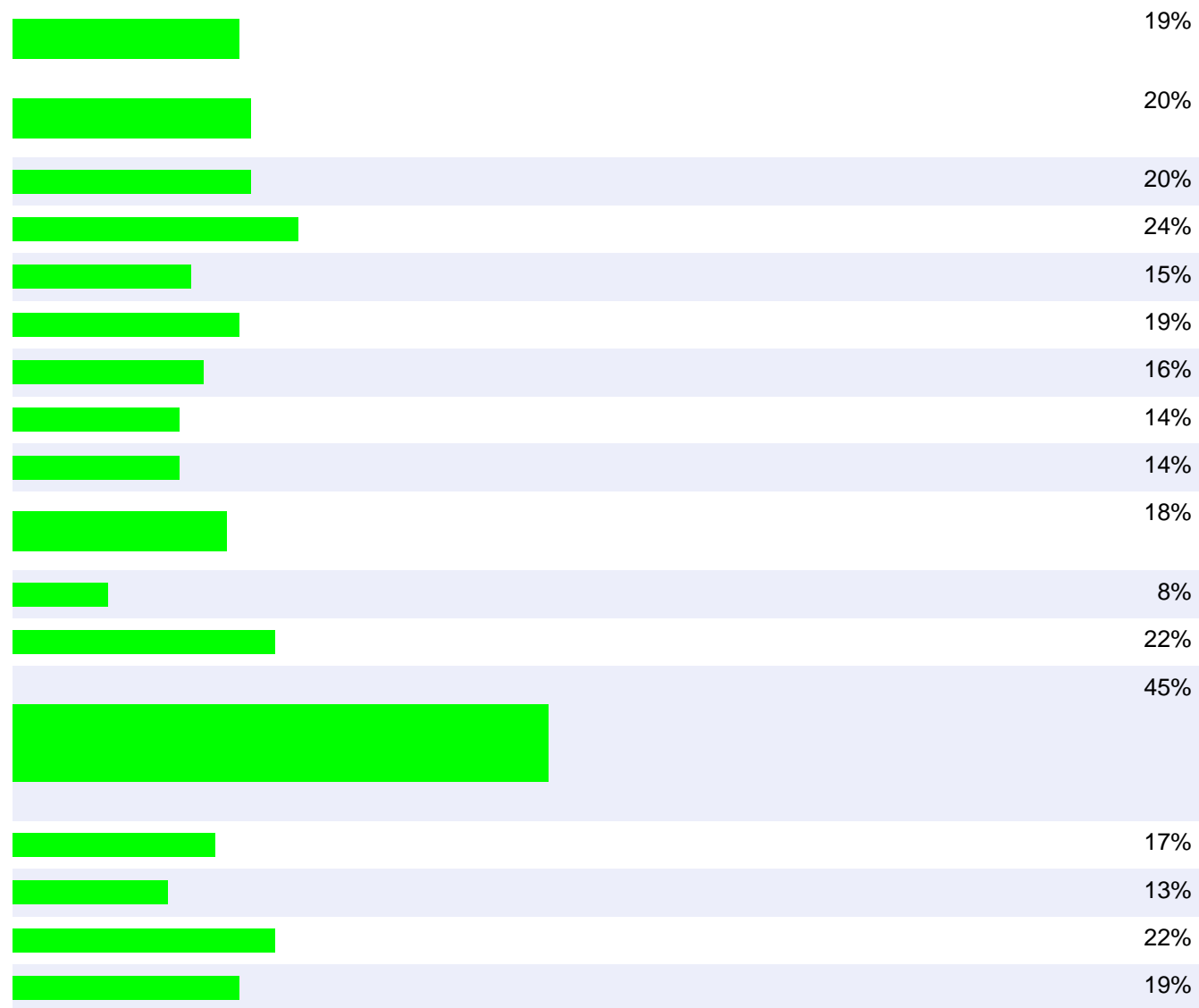
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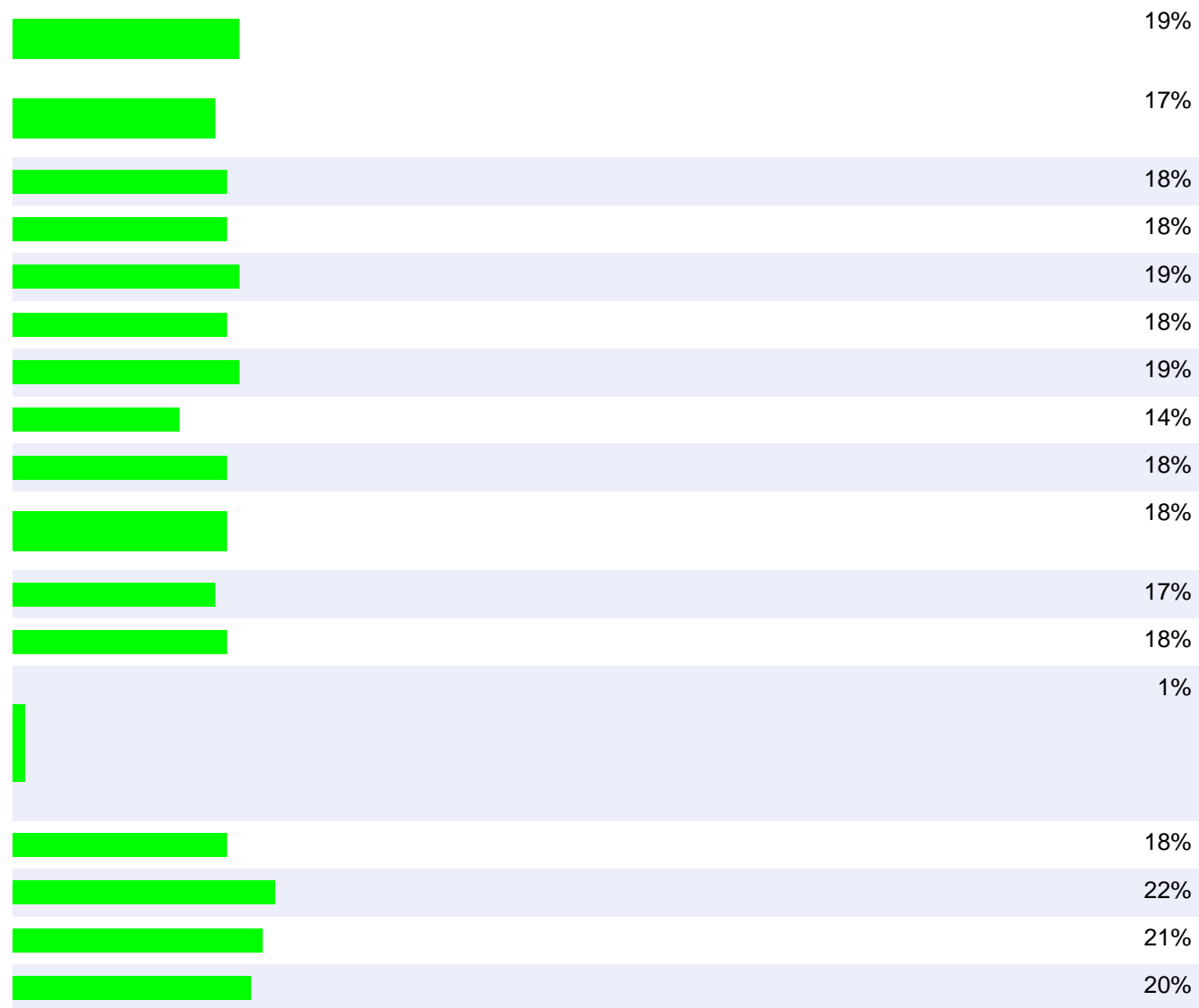
Based on Survey of Patients' Hospital Experiences (HCAHPS)





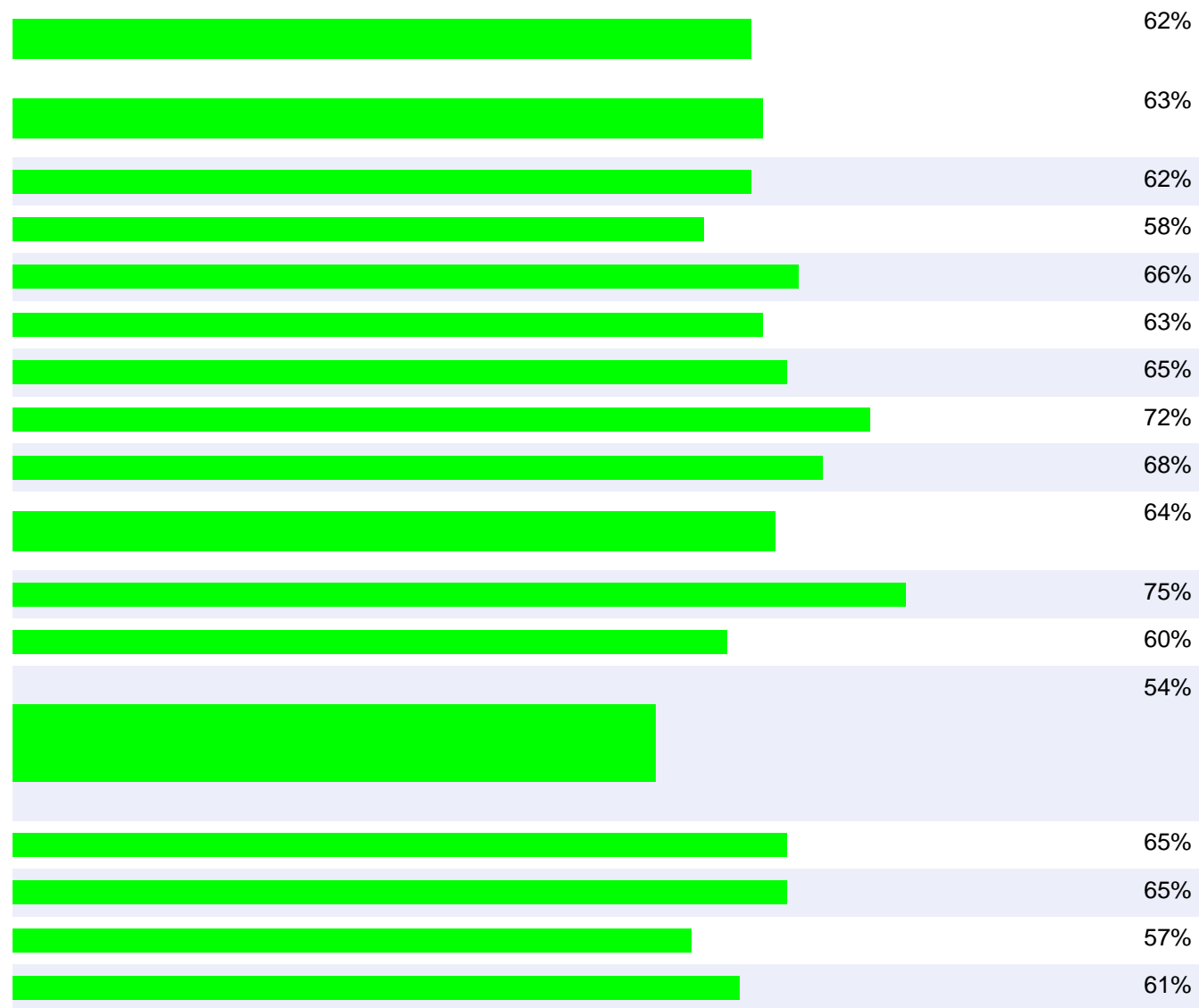
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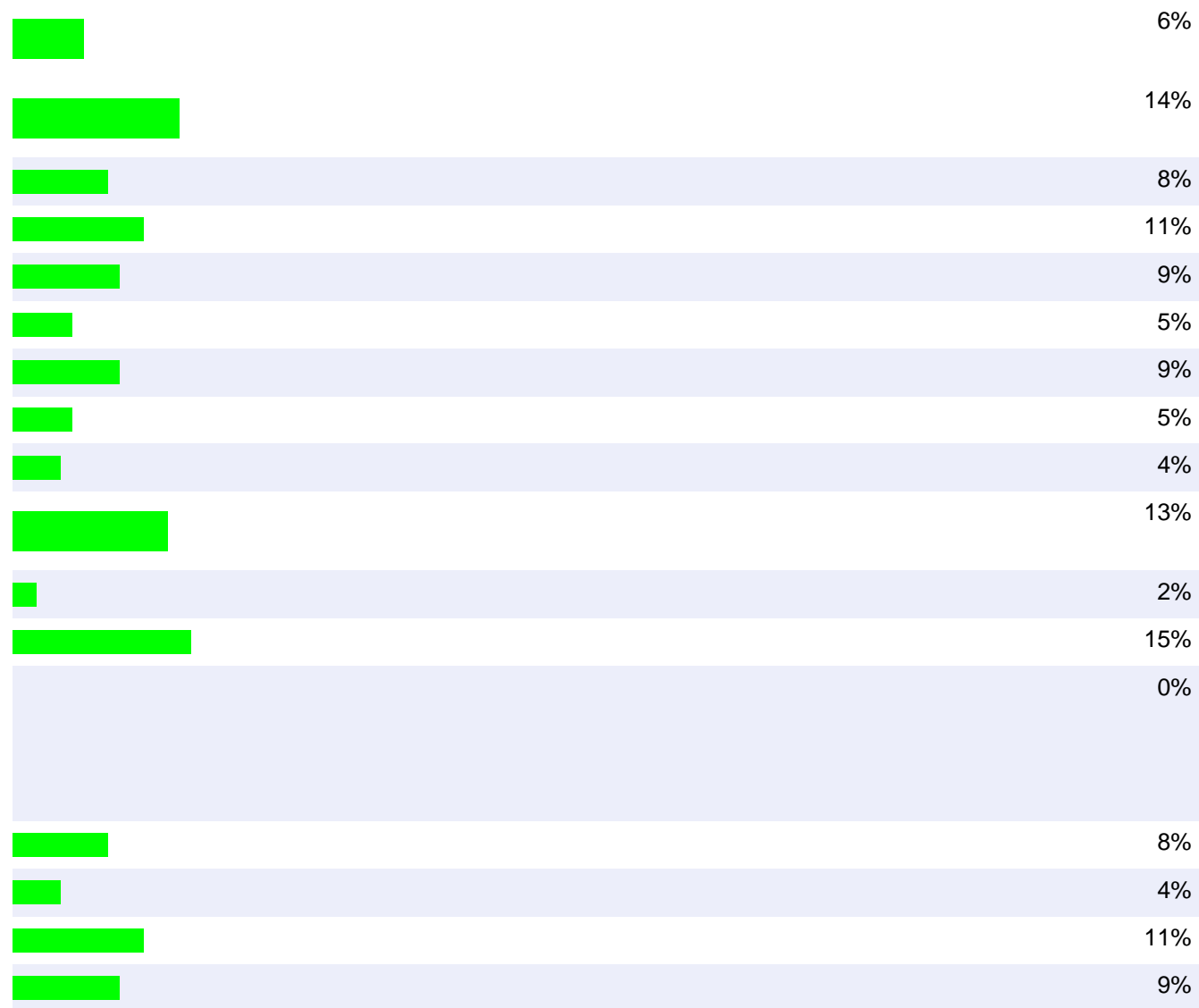
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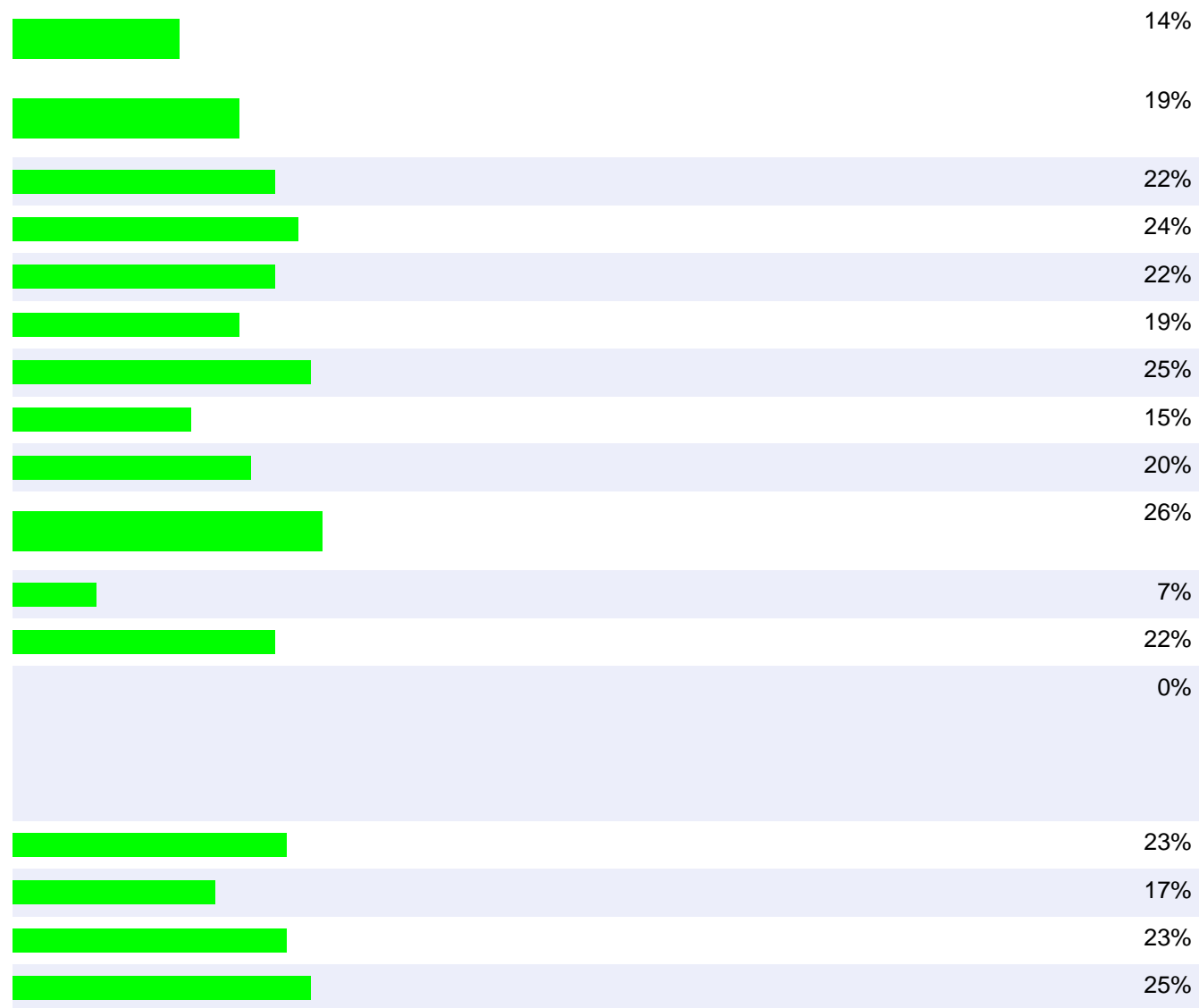
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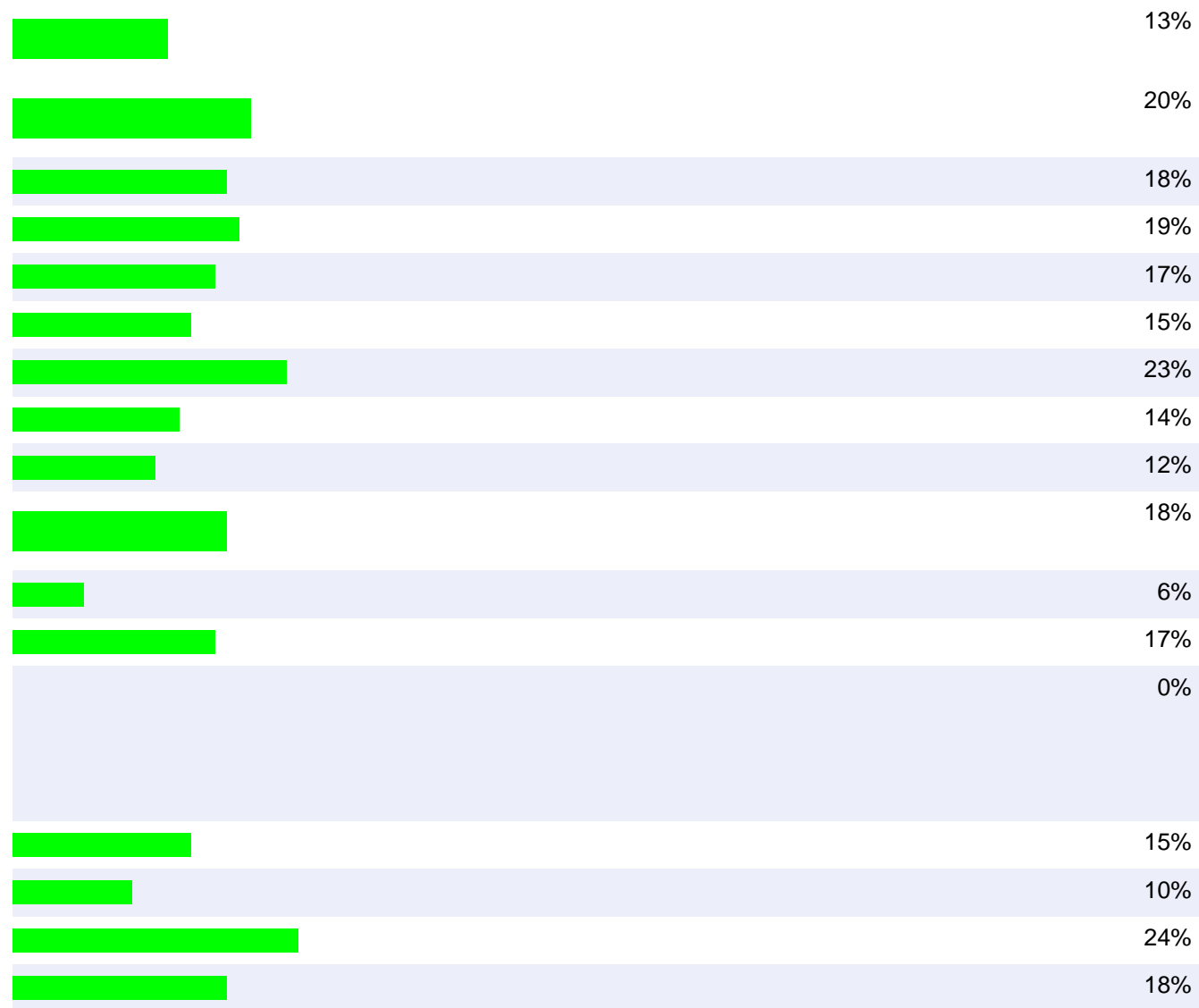
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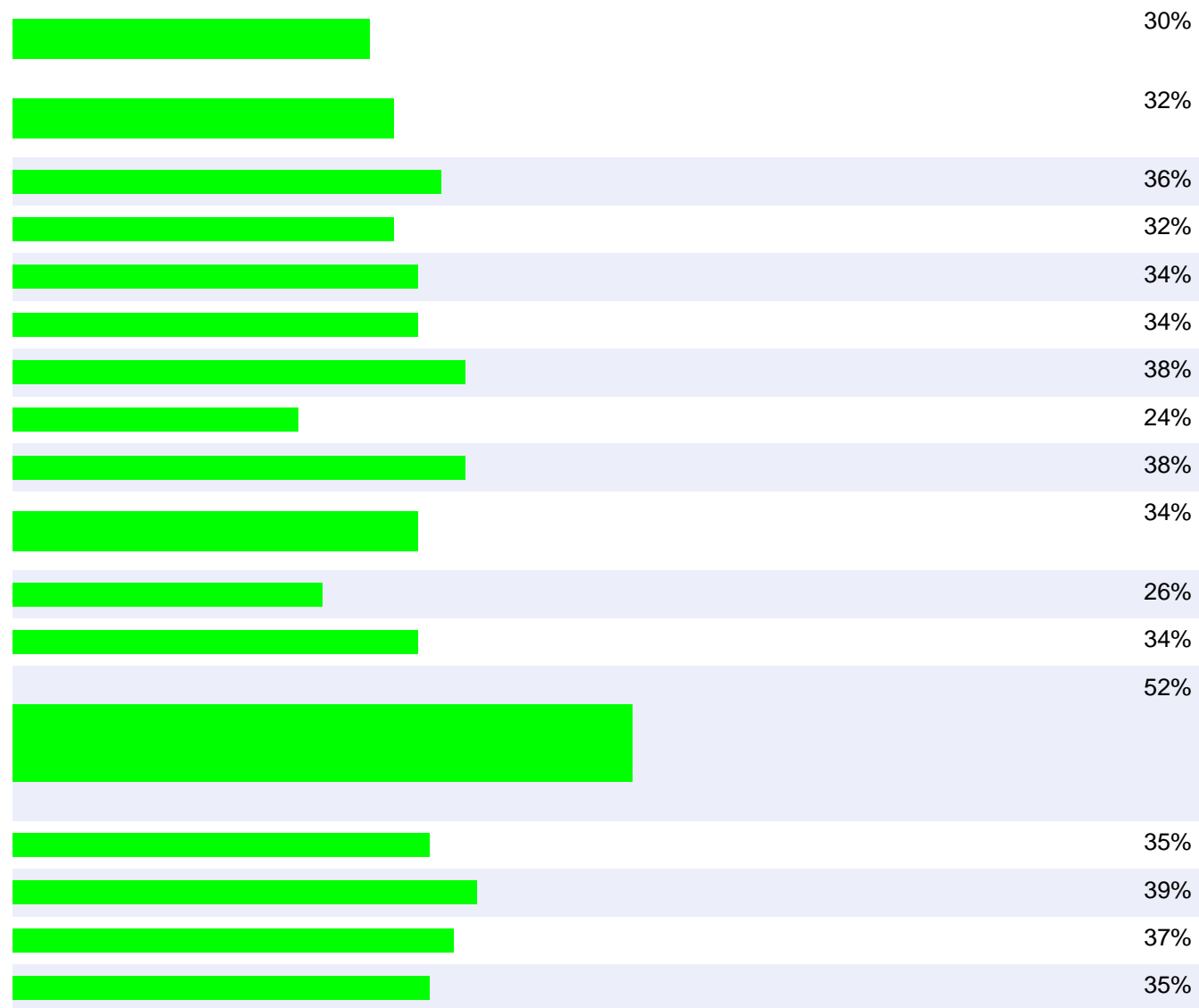
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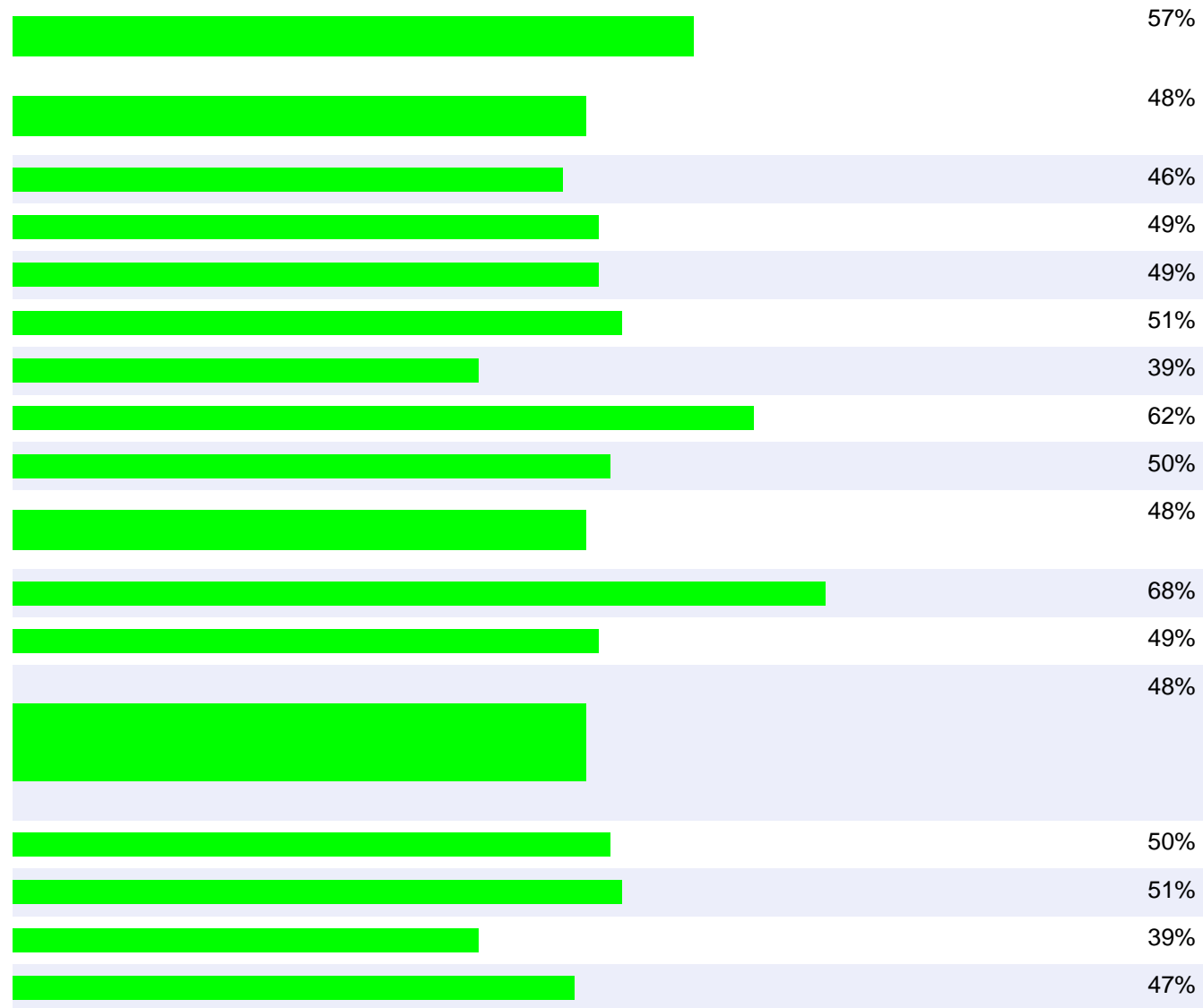
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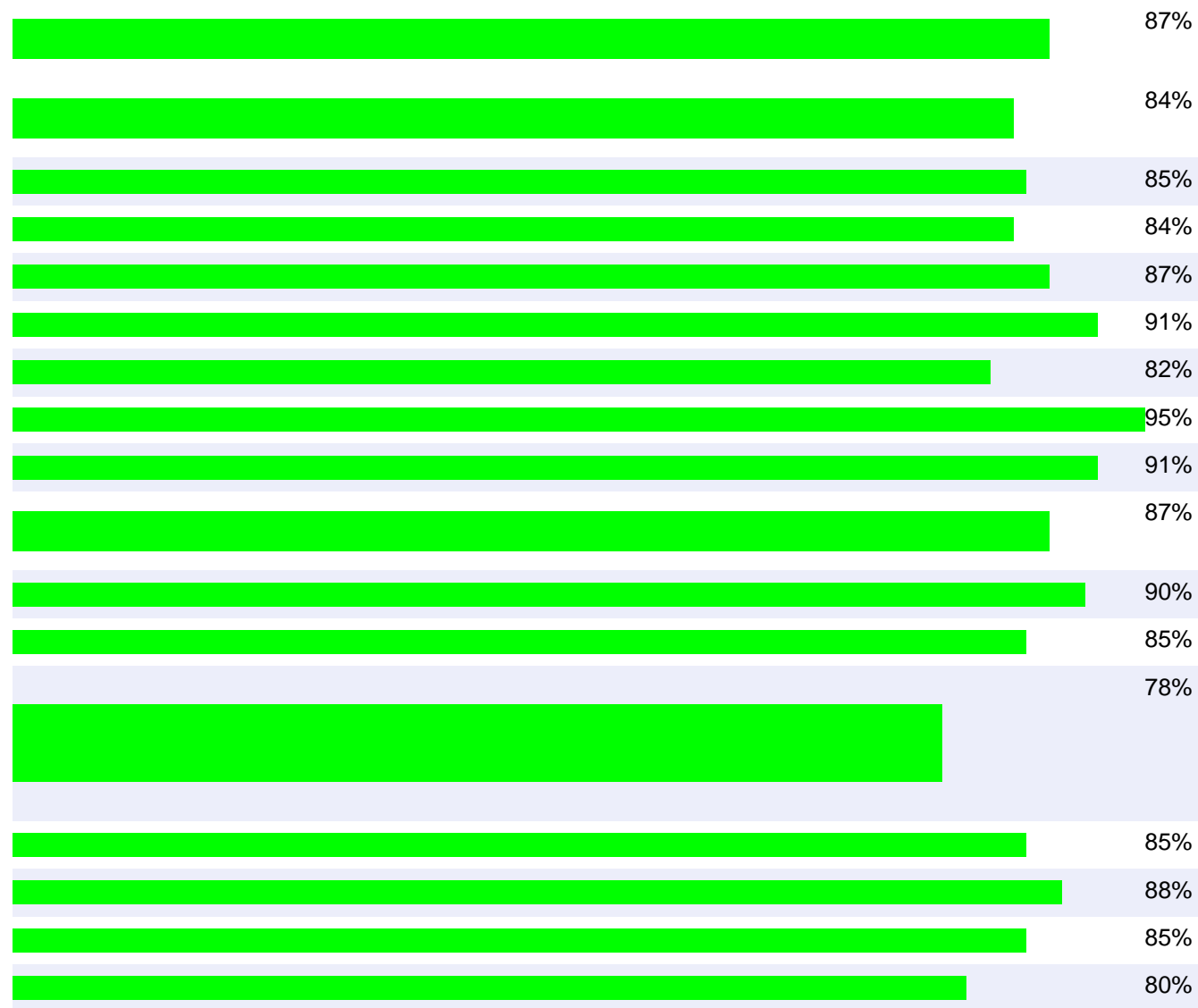
Based on Survey of Patients' Hospital Experiences (HCAHPS)





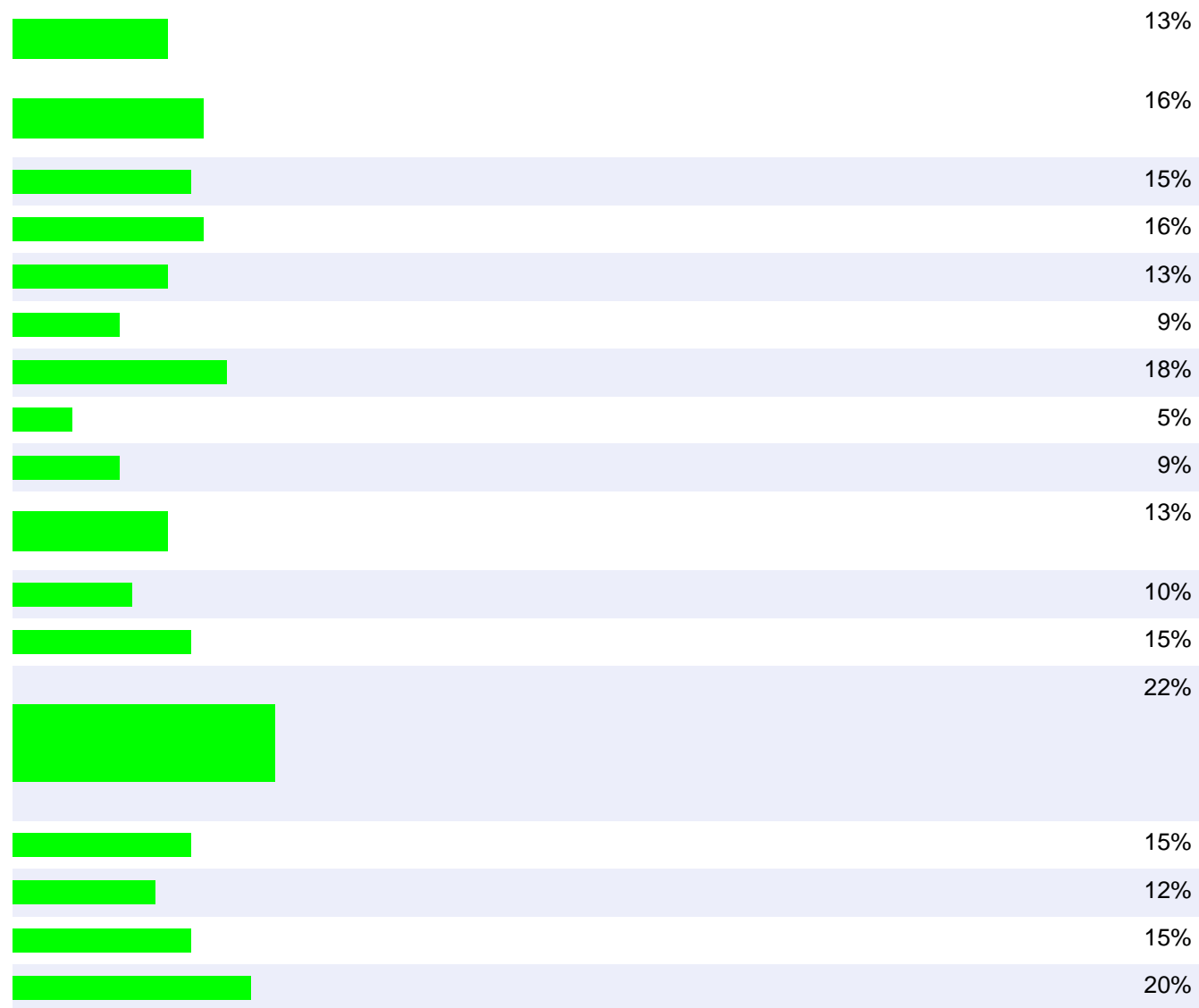
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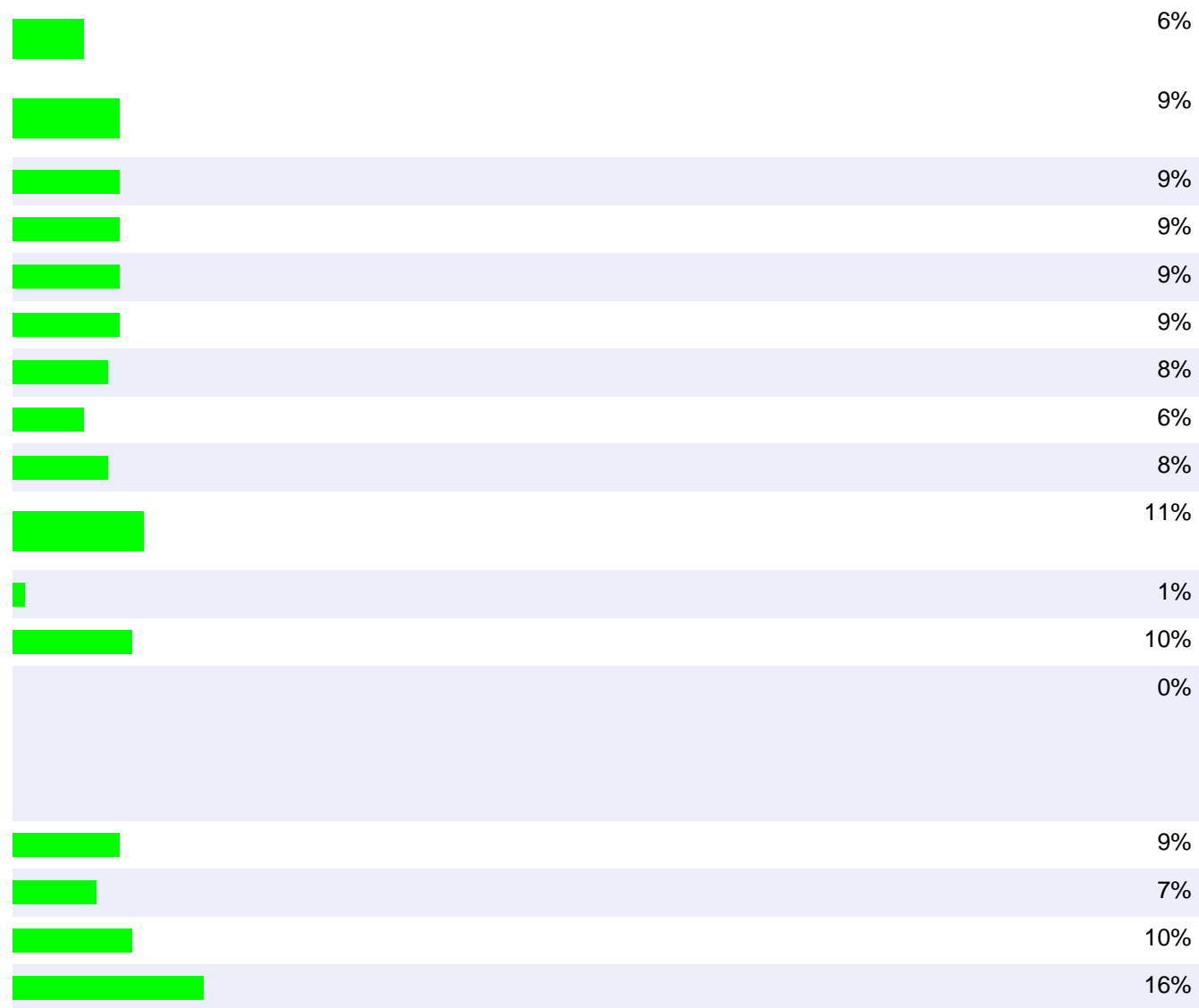
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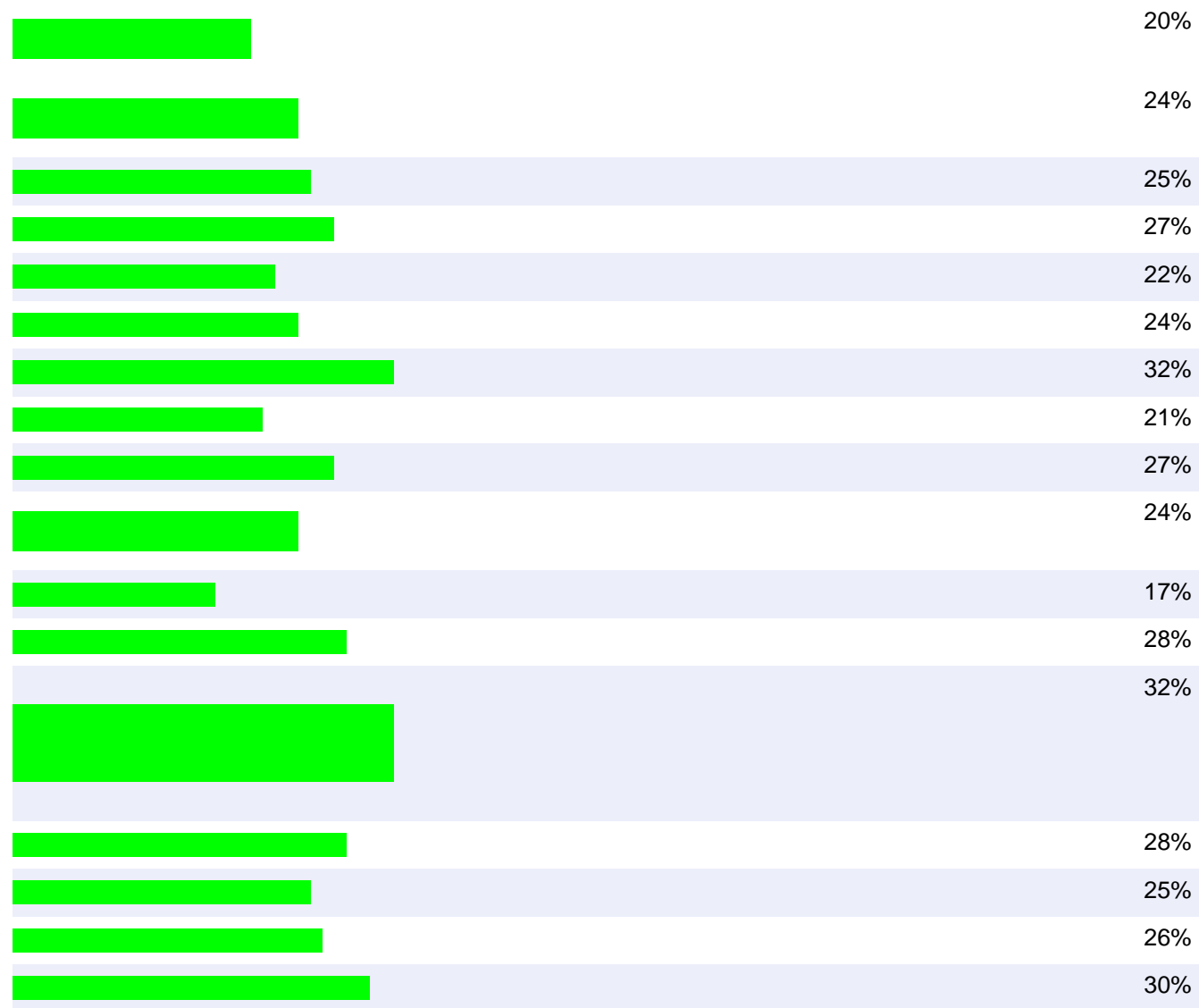
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



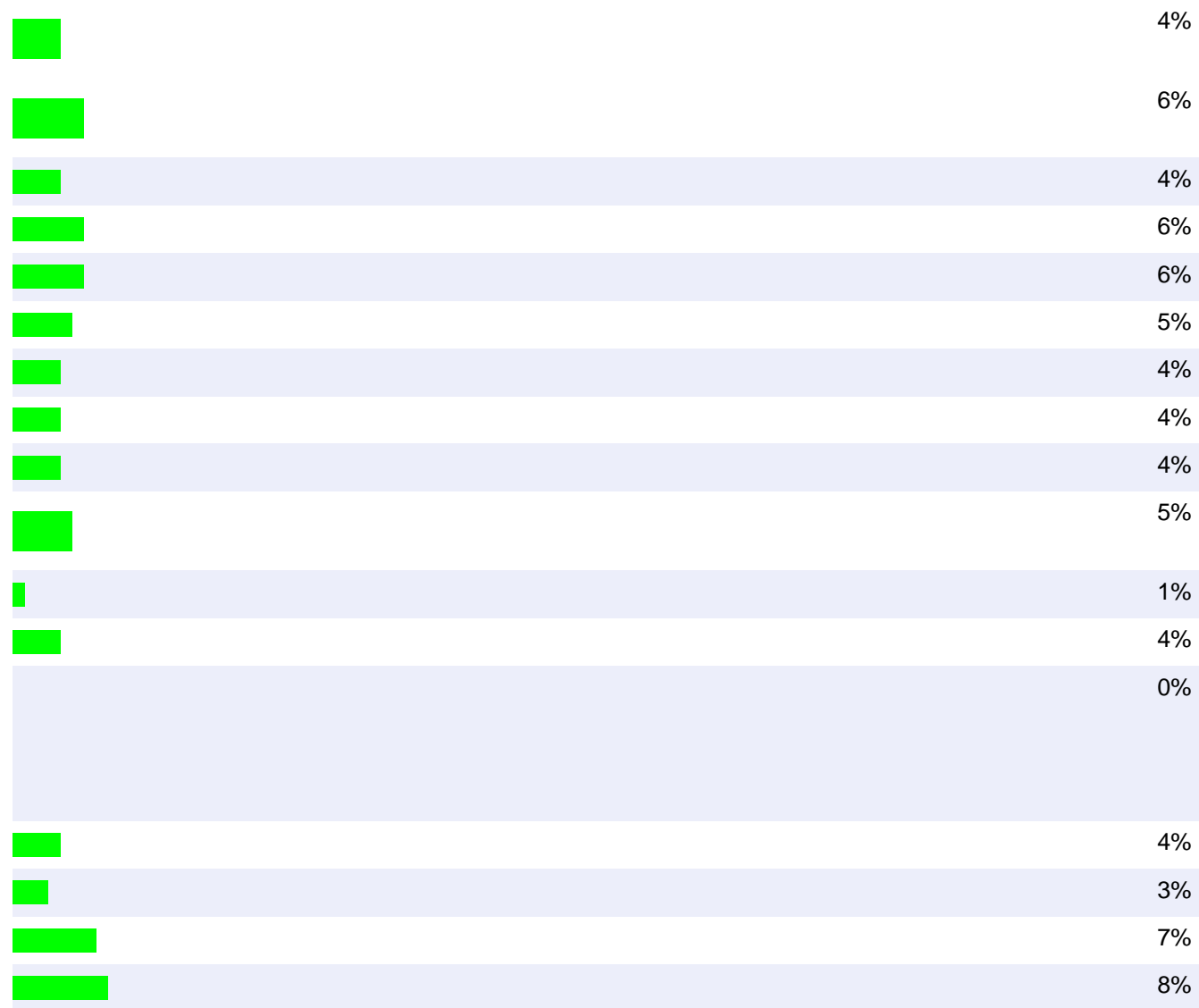
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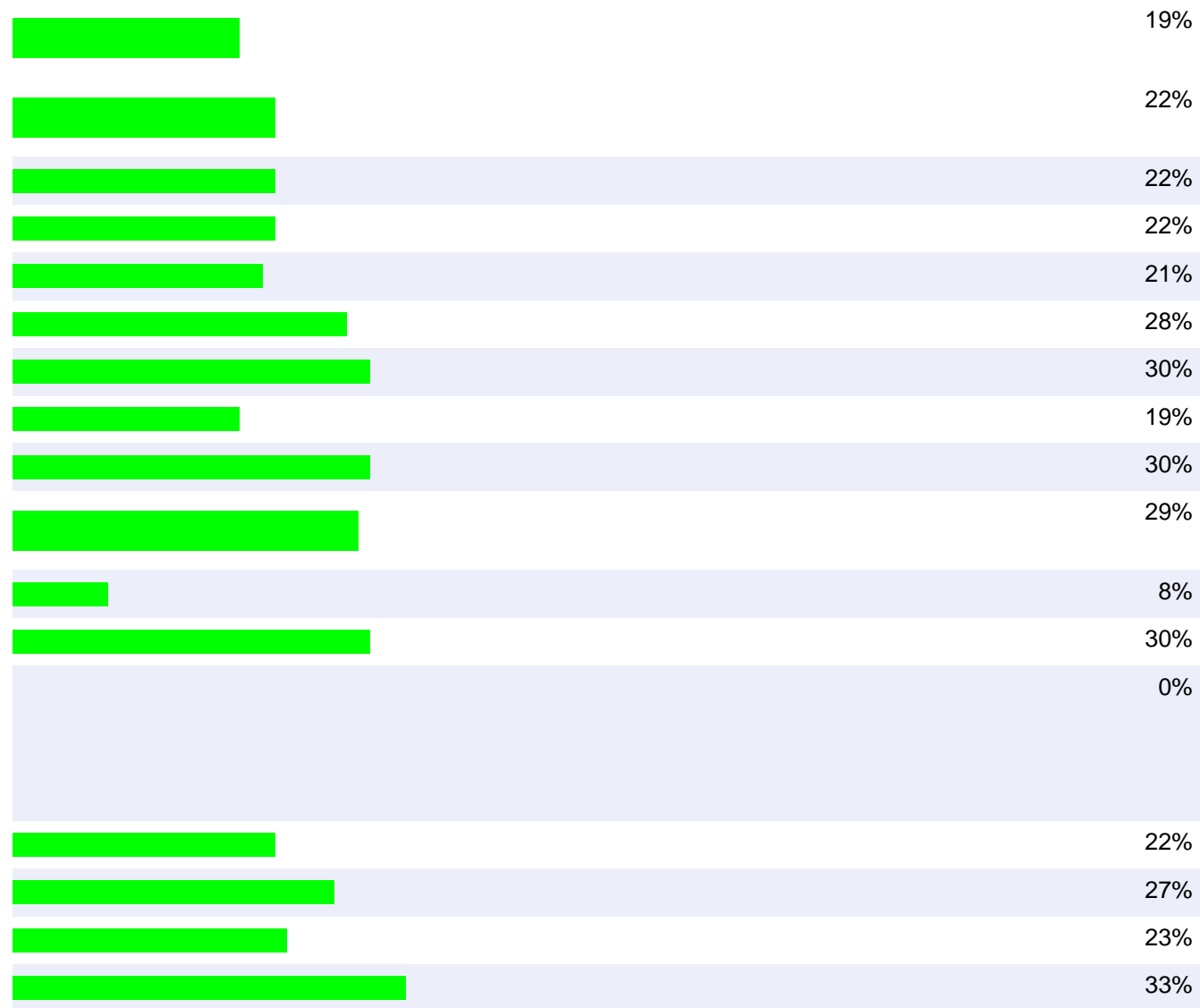
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

300 or more

Between 100 and 299

300 or more

Fewer than 100

300 or more

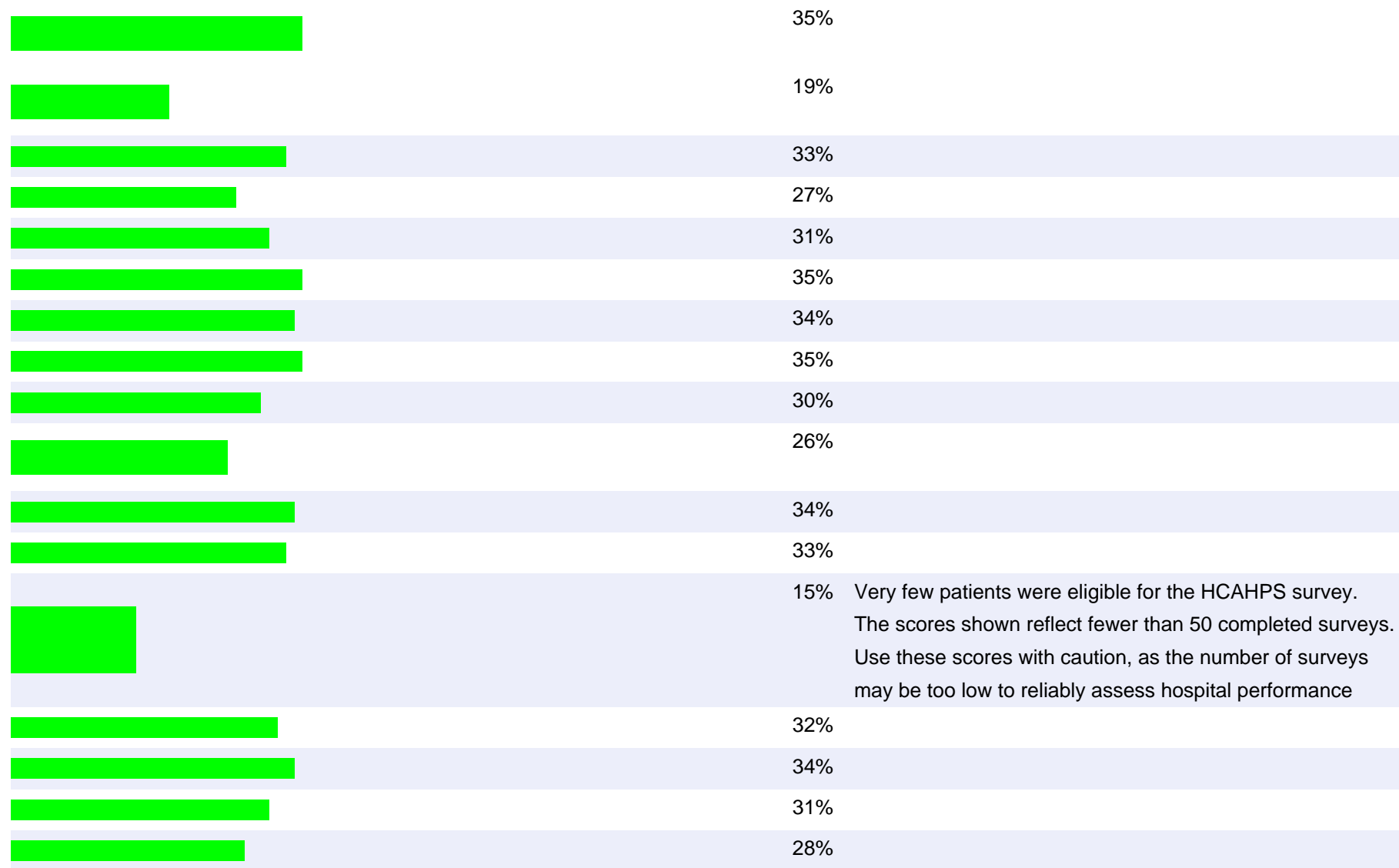
300 or more

300 or more

300 or more

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|        |   |                           |
|--------|---|---------------------------|
| 220070 | HALLMARK HEALTH SYSTEM                      | 585 LEBANON STREET        |
| 220071 | MASSACHUSETTS GENERAL HOSPITAL              | 55 FRUIT STREET           |
| 220073 | MORTON HOSPITAL                             | 88 WASHINGTON STREET      |
| 220074 | SOUTHCOAST HOSPITAL GROUP, INC              | 363 HIGHLAND AVENUE       |
| 220075 | MASSACHUSETTS EYE AND EAR<br>INFIRMARY      | 243 CHARLES STREET        |
| 220077 | BAYSTATE MEDICAL CENTER                     | 759 CHESTNUT STREET       |
| 220080 | HOLY FAMILY HOSPITAL                        | 70 EAST STREET            |
| 220082 | SAINTS MEDICAL CENTER INC                   | 1 HOSPITAL DRIVE          |
| 220083 | BETH ISRAEL DEACONESS HOSPITAL -<br>NEEDHAM | 148 CHESTNUT STREET       |
| 220084 | EMERSON HOSPITAL                            | OLD ROAD TO 9 ACRE CORNER |
| 220086 | BETH ISRAEL DEACONESS MEDICAL<br>CENTER     | 330 BROOKLINE AVENUE      |
| 220088 | NEW ENGLAND BAPTIST HOSPITAL                | 125 PARKER HILL AVENUE    |
| 220090 | MILFORD REGIONAL MEDICAL CENTER             | 14 PROSPECT STREET        |
| 220095 | HEYWOOD HOSPITAL                            | 242 GREEN STREET          |
| 220098 | NASHOBA VALLEY MEDICAL CENTER               | 200 GROTON ROAD           |
| 220100 | SOUTH SHORE HOSPITAL                        | 55 FOGG ROAD              |
| 220101 | NEWTON-WELLESLEY HOSPITAL                   | 2014 WASHINGTON STREET    |
| 220105 | WINCHESTER HOSPITAL                         | 41 HIGHLAND AVENUE        |
| 220108 | MILTON HOSPITAL INC                         | 199 REEDSDALE ROAD        |
| 220110 | BRIGHAM AND WOMEN'S HOSPITAL                | 75 FRANCIS STREET         |

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|  |                |    |
|--|----------------|----|
|  | MELROSE        | MA |
|  | BOSTON         | MA |
|  | TAUNTON        | MA |
|  | FALL RIVER     | MA |
|  | BOSTON         | MA |
|  | SPRINGFIELD    | MA |
|  | METHUEN        | MA |
|  | LOWELL         | MA |
|  | NEEDHAM        | MA |
|  | W CONCORD      | MA |
|  | BOSTON         | MA |
|  | BOSTON         | MA |
|  | MILFORD        | MA |
|  | GARDNER        | MA |
|  | AYER           | MA |
|  | SOUTH WEYMOUTH | MA |
|  | NEWTON         | MA |
|  | WINCHESTER     | MA |
|  | MILTON         | MA |
|  | BOSTON         | MA |

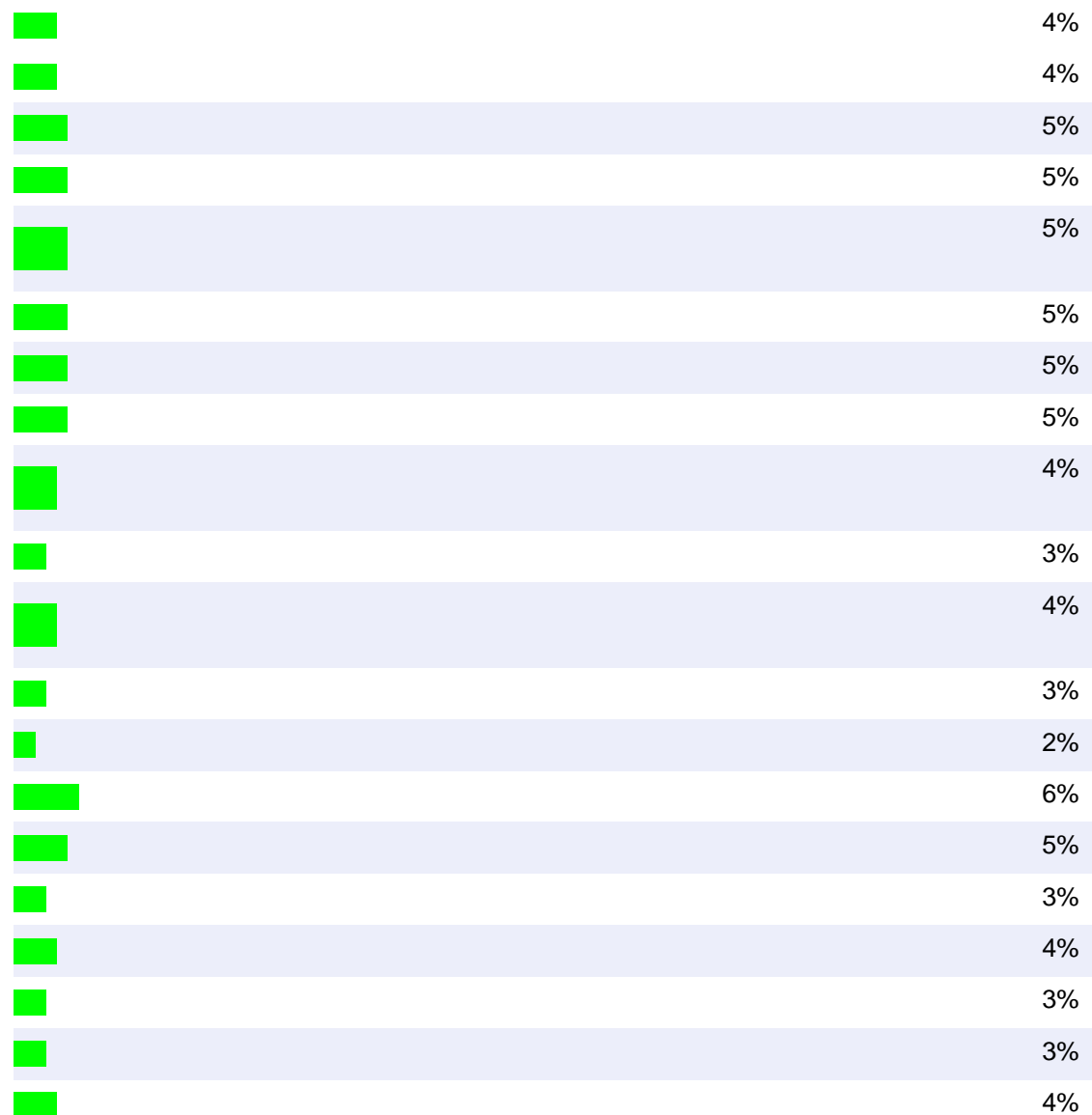
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|       |           |            |
|-------|-----------|------------|
| 02176 | MIDDLESEX | 7819793000 |
| 02114 | SUFFOLK   | 6177262000 |
| 02780 | BRISTOL   | 5088287000 |
| 02720 | BRISTOL   | 5086793131 |
| 02114 | SUFFOLK   | 6175237900 |
| 01199 | HAMPDEN   | 4137940000 |
| 01844 | ESSEX     | 9786870156 |
| 01852 | MIDDLESEX | 9784581411 |
| 02494 | NORFOLK   | 7814533000 |
| 01742 | MIDDLESEX | 9783691400 |
| 02215 | SUFFOLK   | 6176677000 |
| 02120 | SUFFOLK   | 6177545800 |
| 01757 | WORCESTER | 5084731190 |
| 01440 | WORCESTER | 9786323420 |
| 01432 | MIDDLESEX | 9787849000 |
| 02190 | NORFOLK   | 7813408000 |
| 02462 | MIDDLESEX | 6172436000 |
| 01890 | MIDDLESEX | 7817299000 |
| 02186 | NORFOLK   | 6176964600 |
| 02115 | SUFFOLK   | 6177325500 |

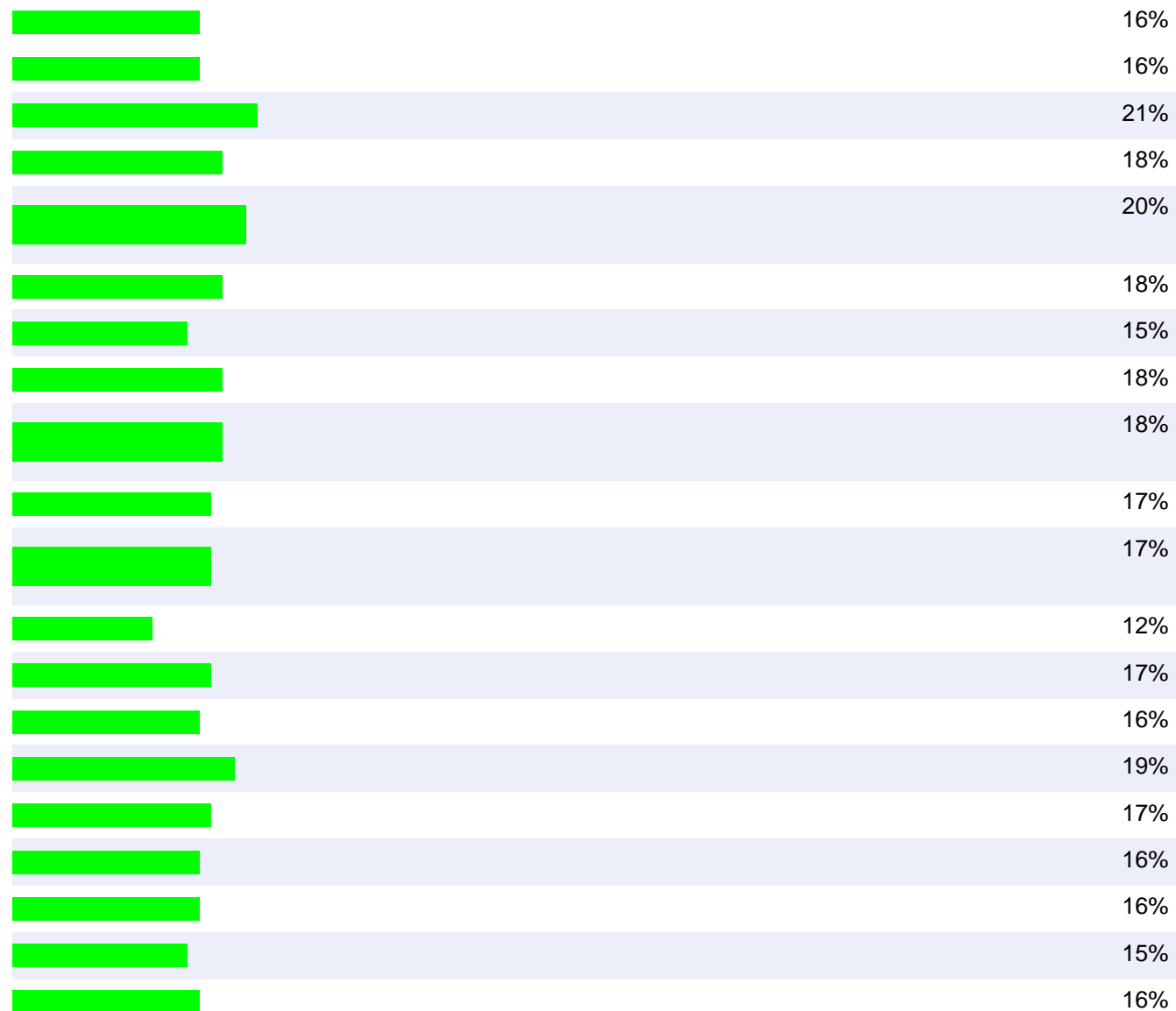
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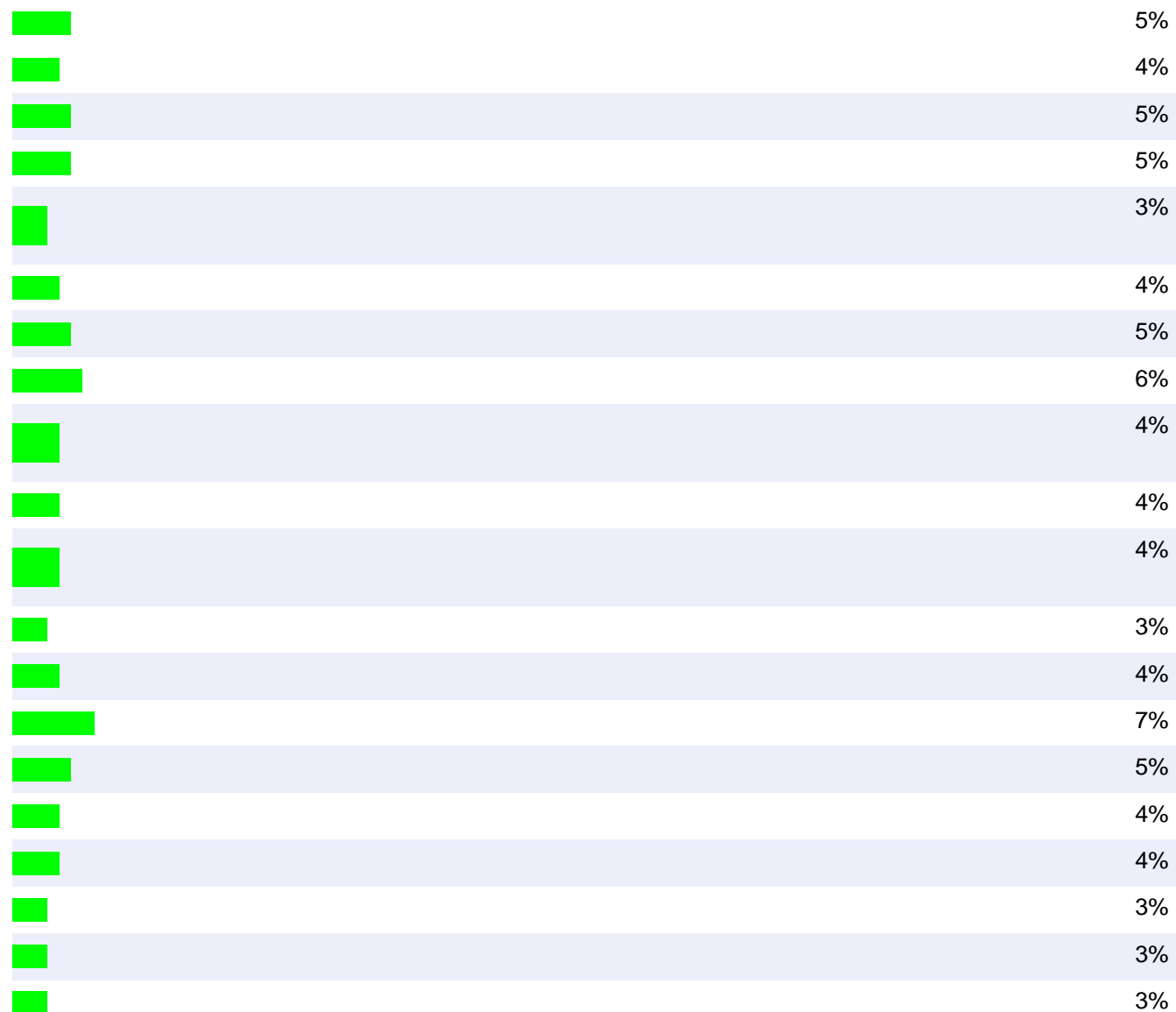
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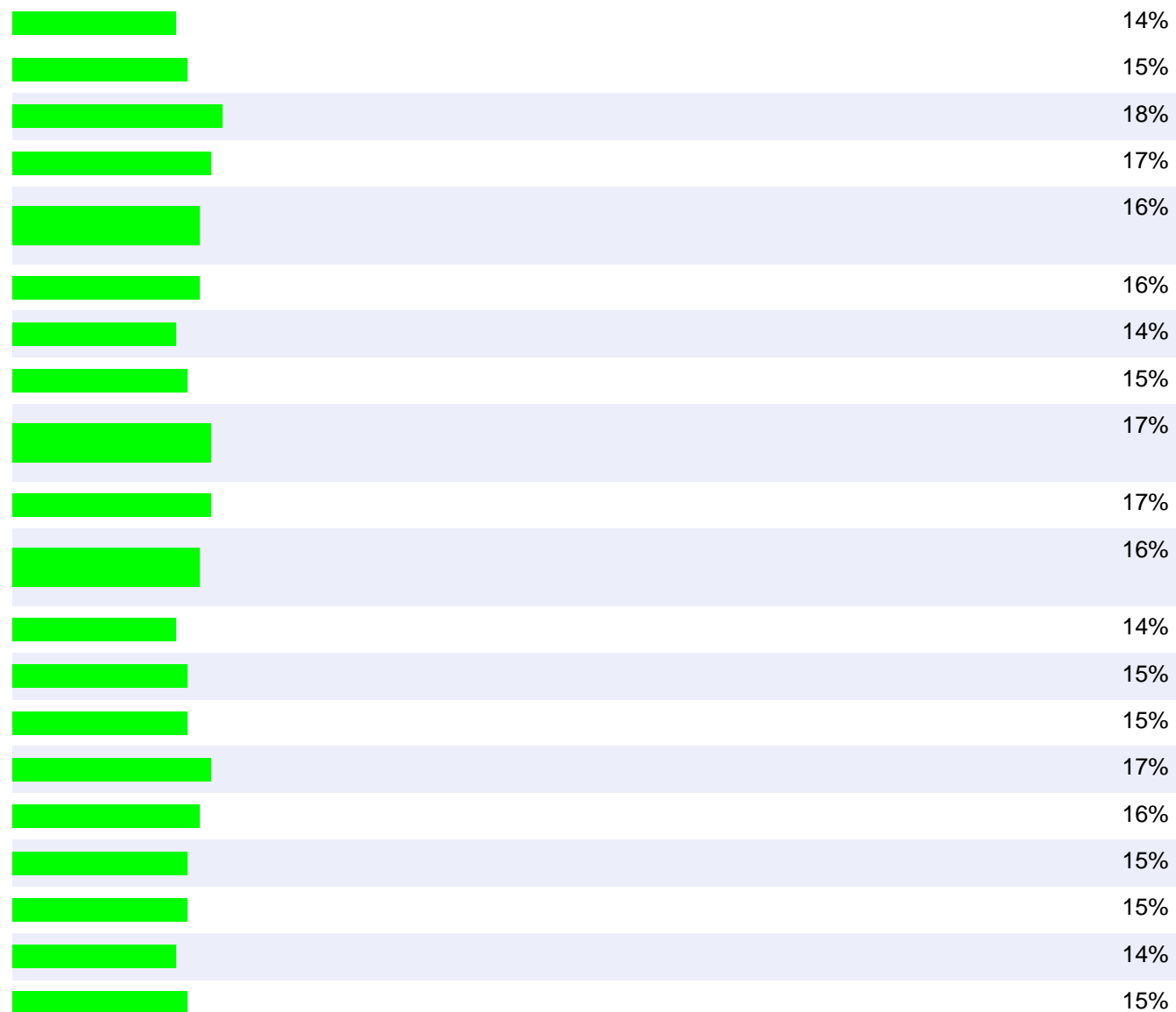
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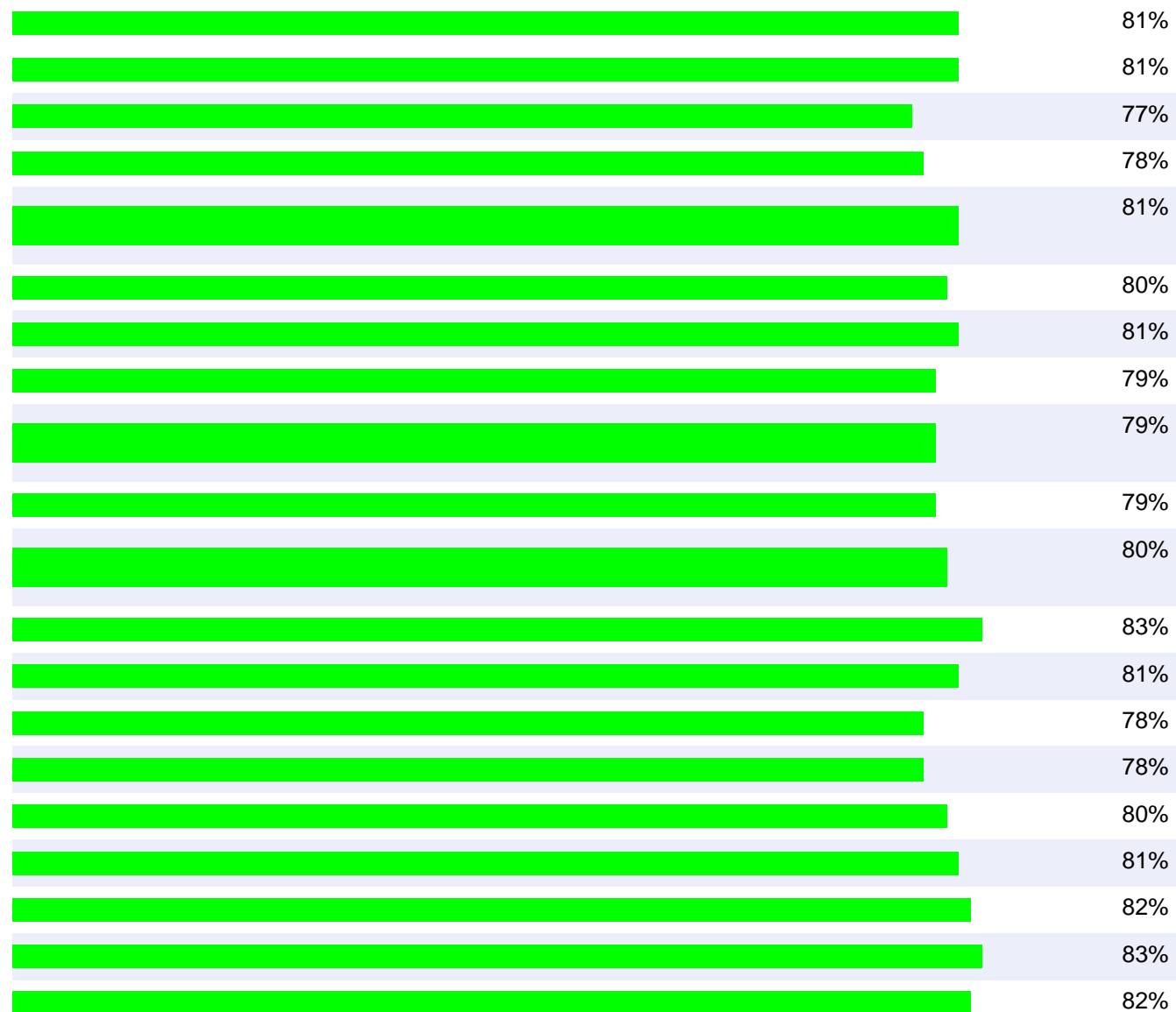
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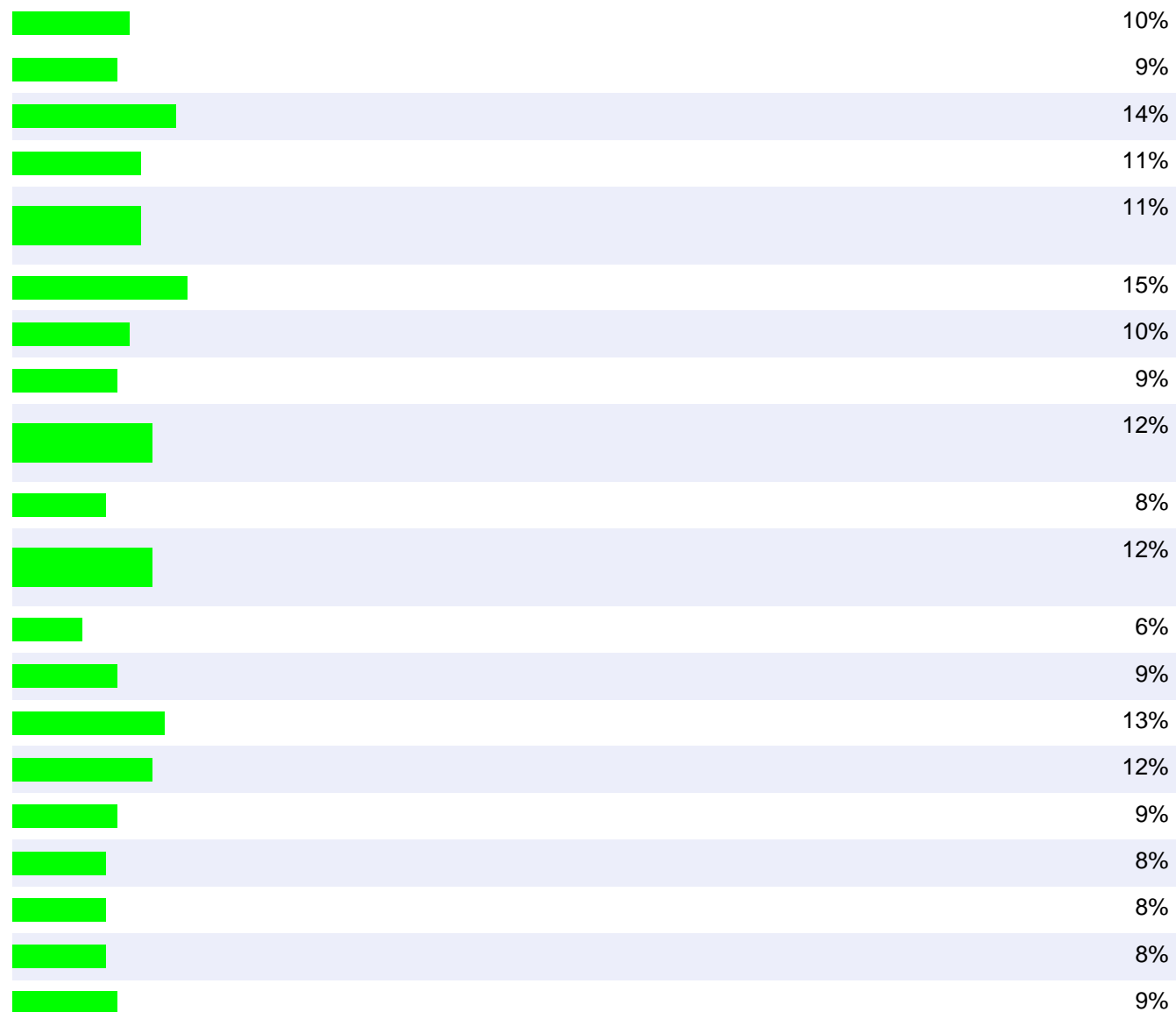
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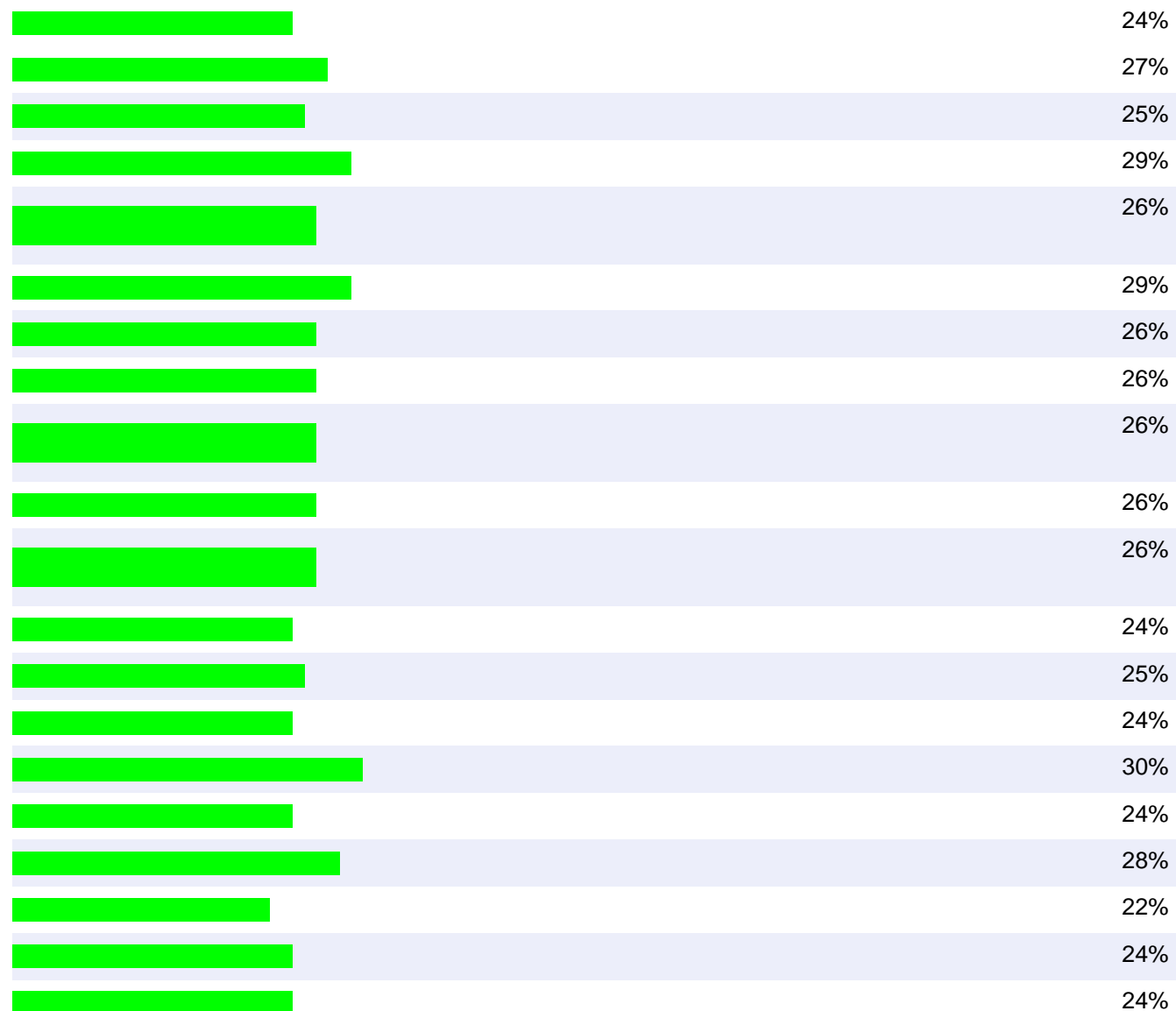
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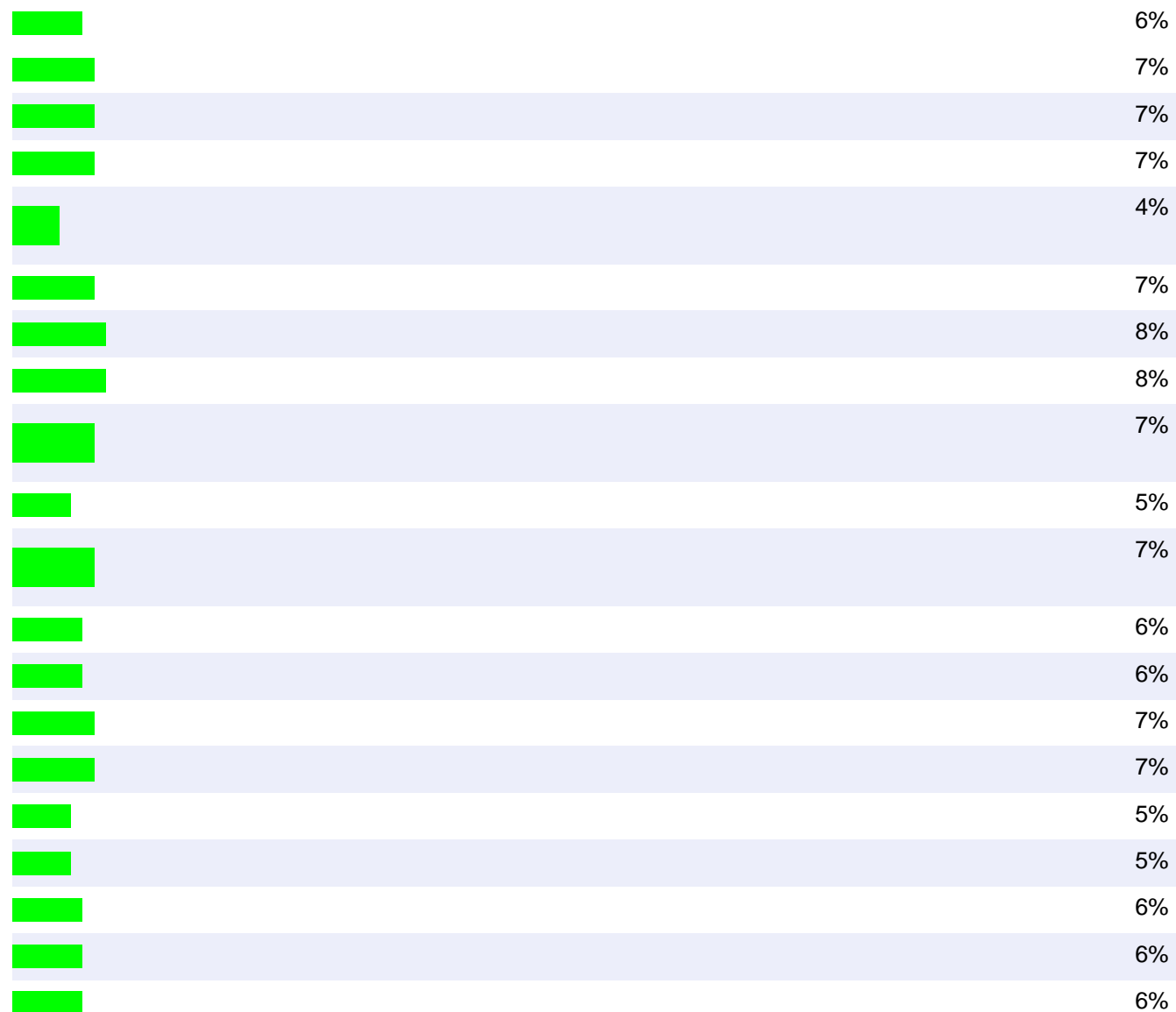
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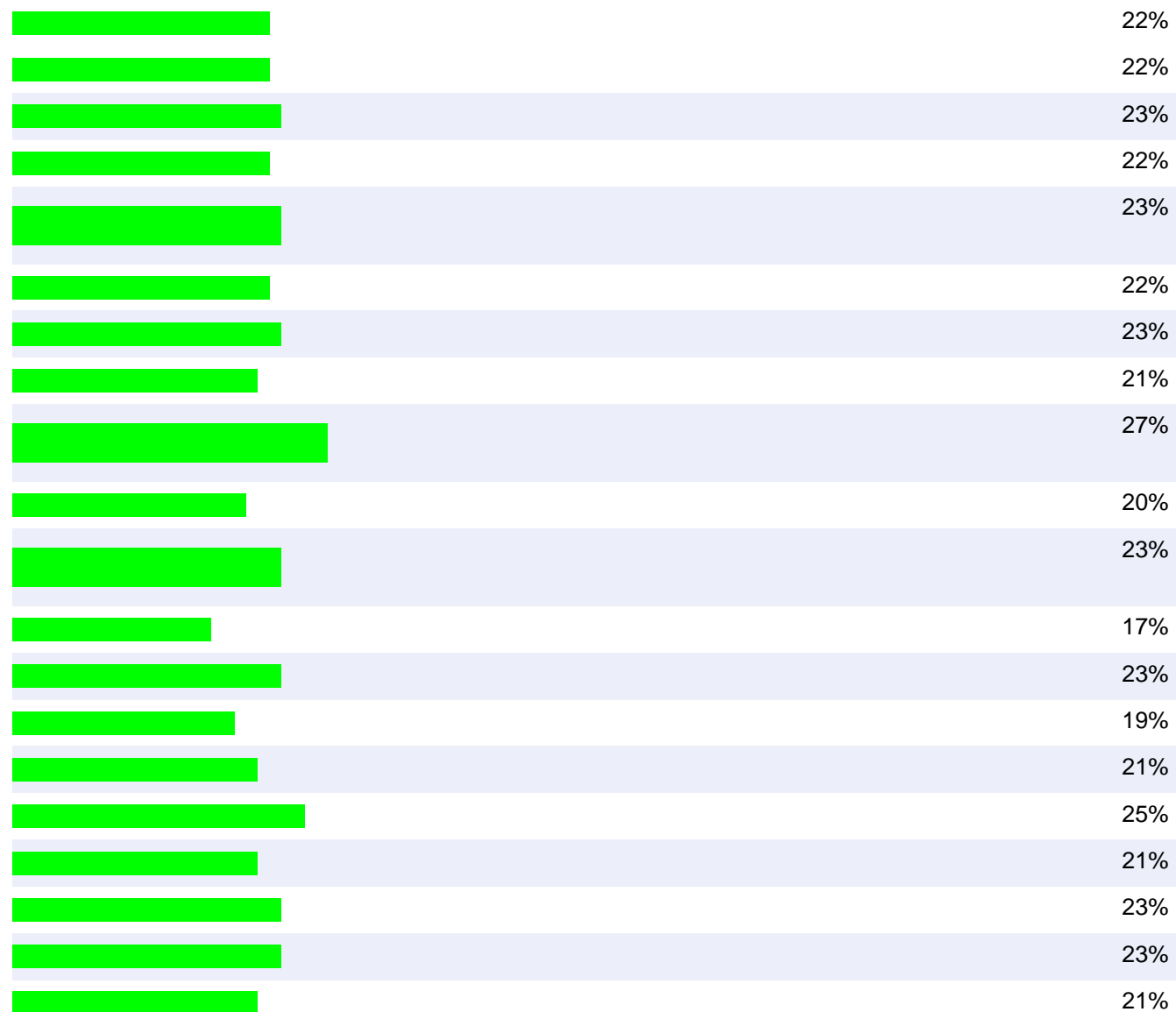
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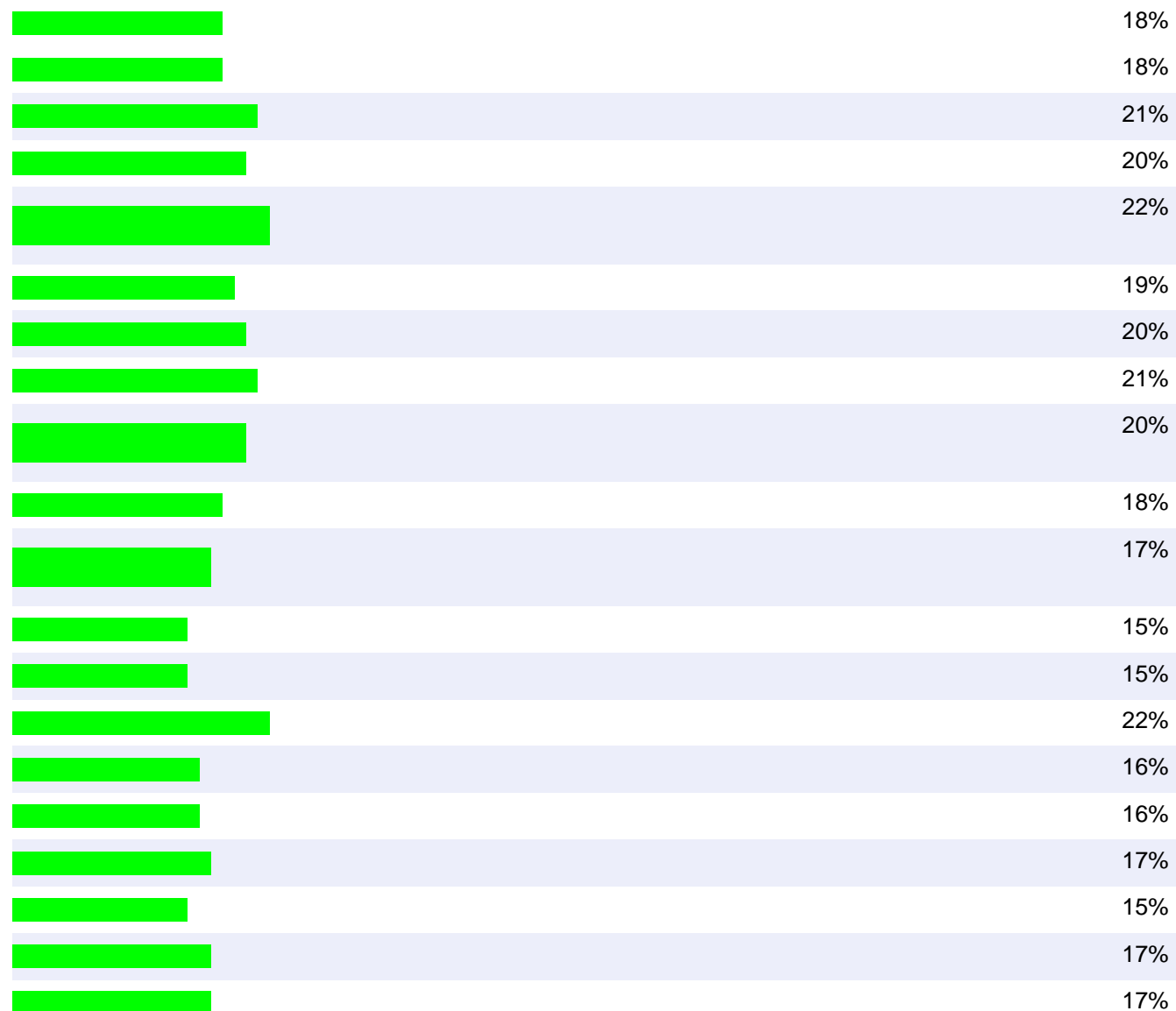
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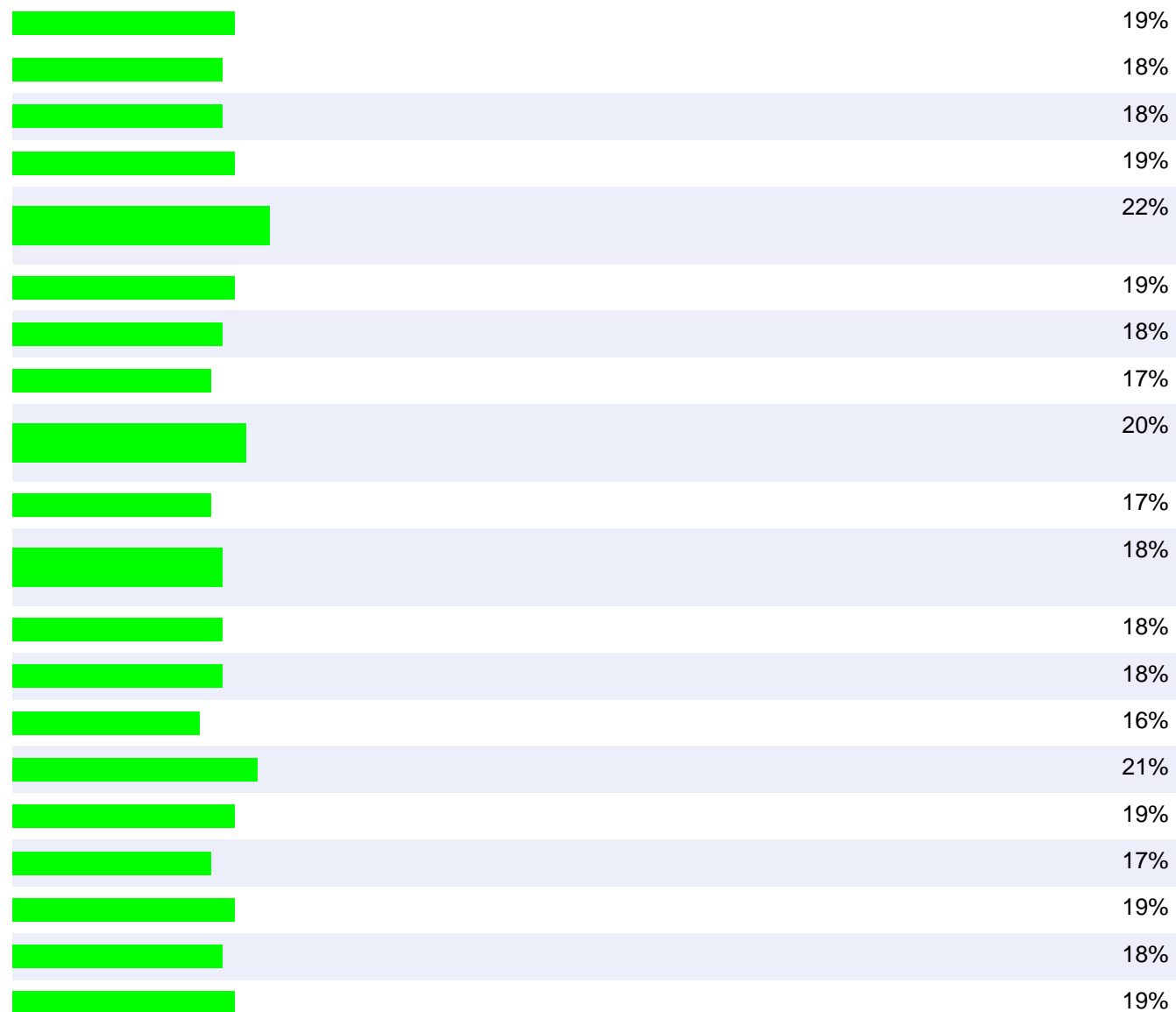
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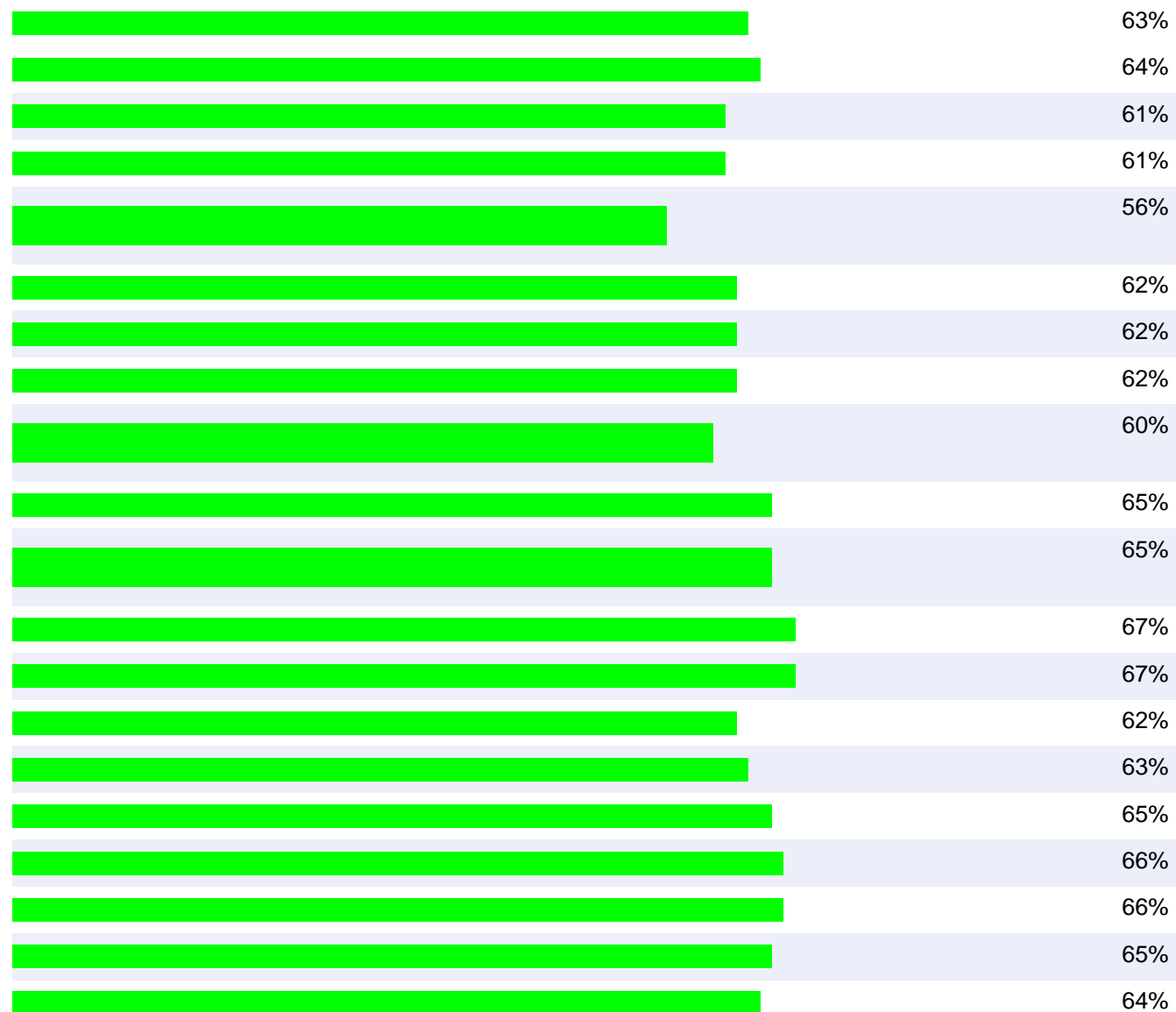
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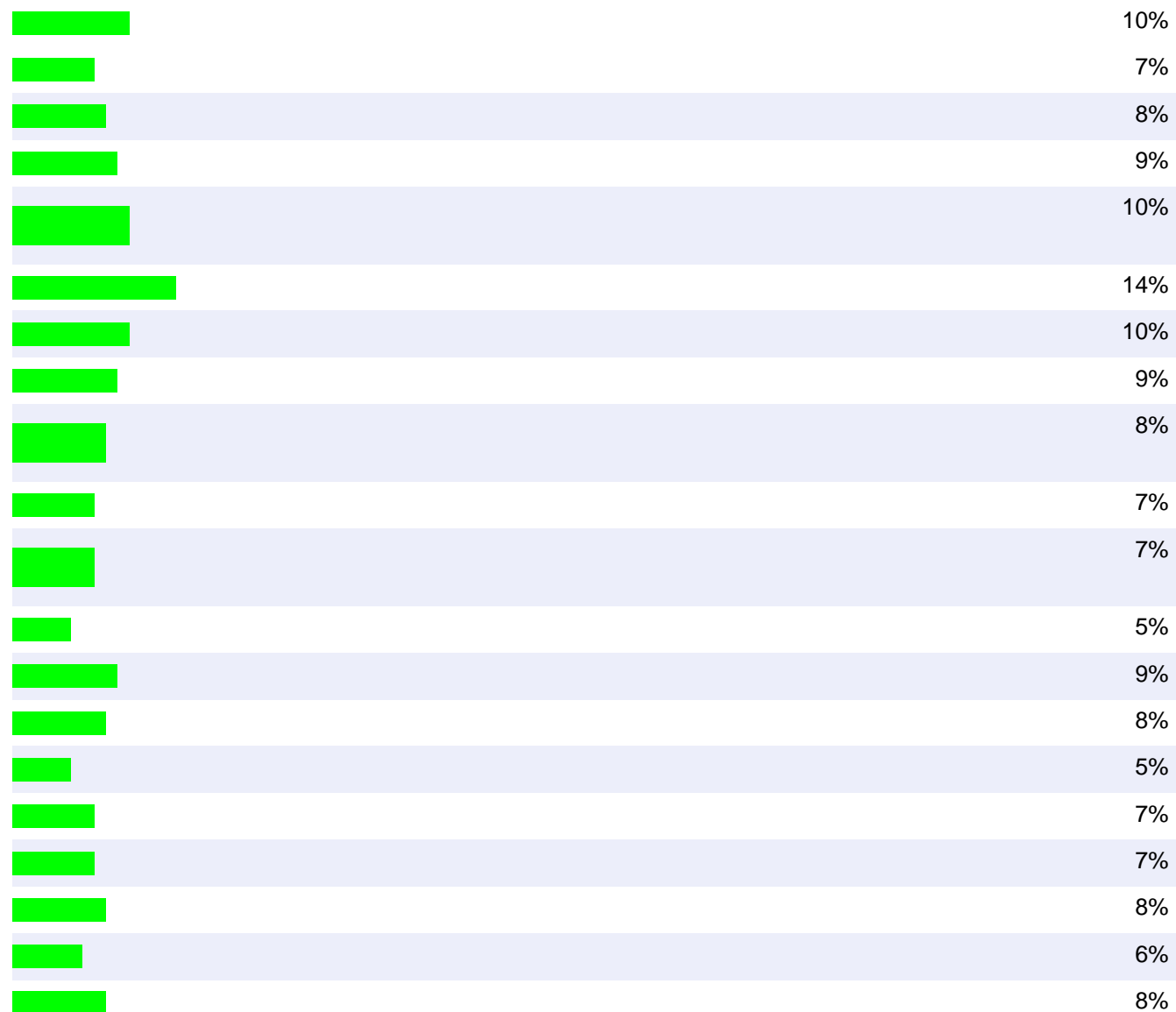
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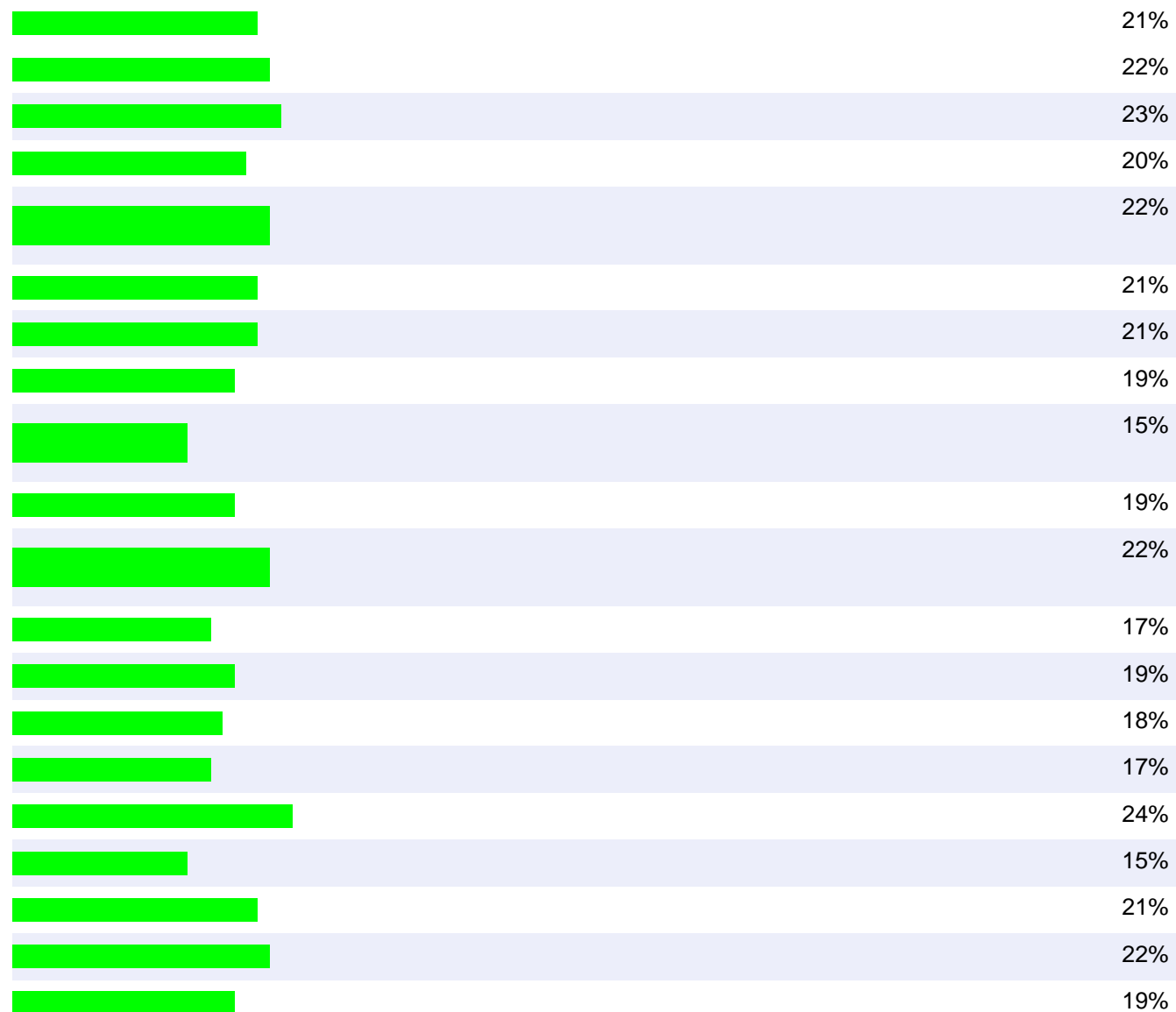
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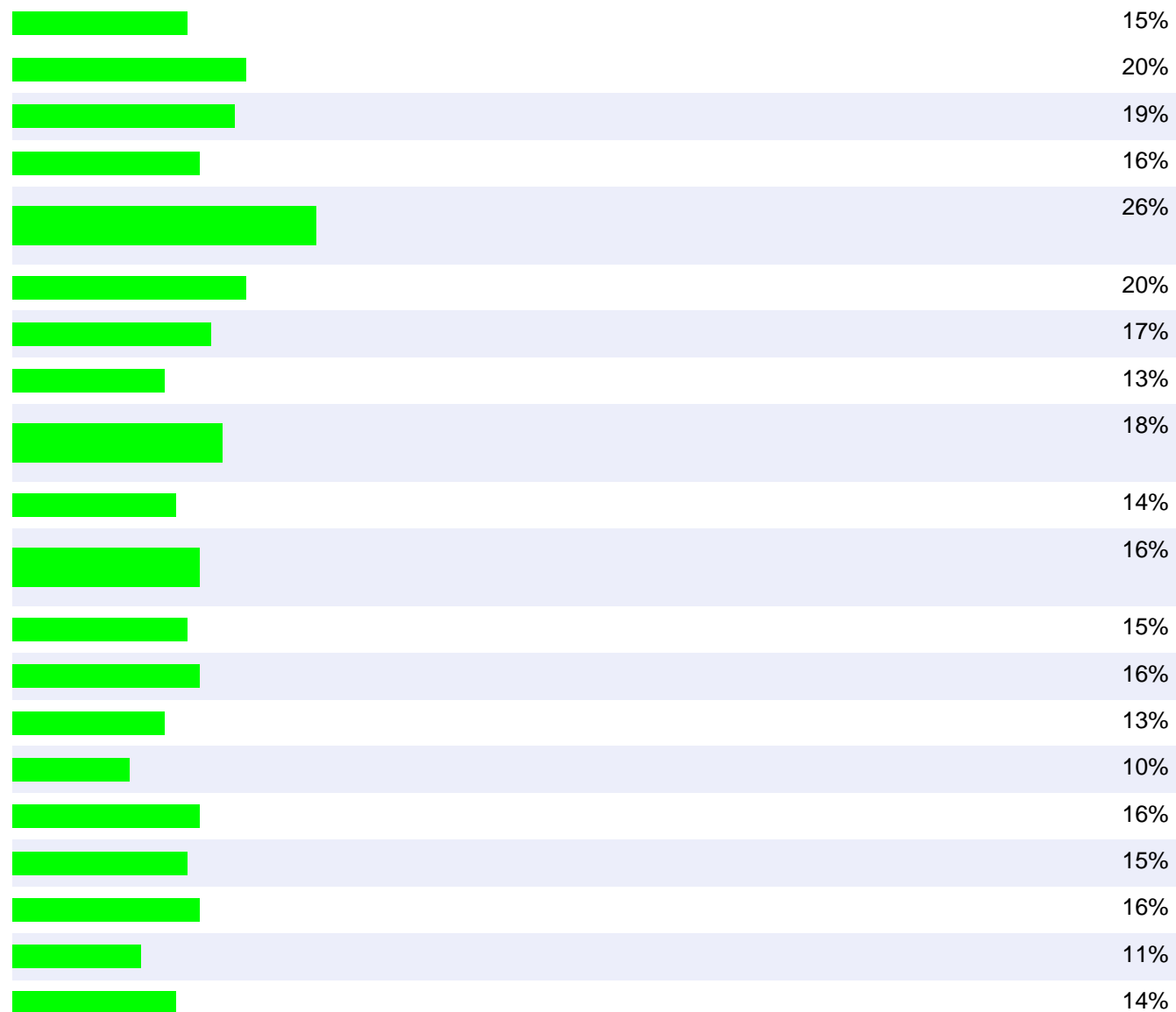
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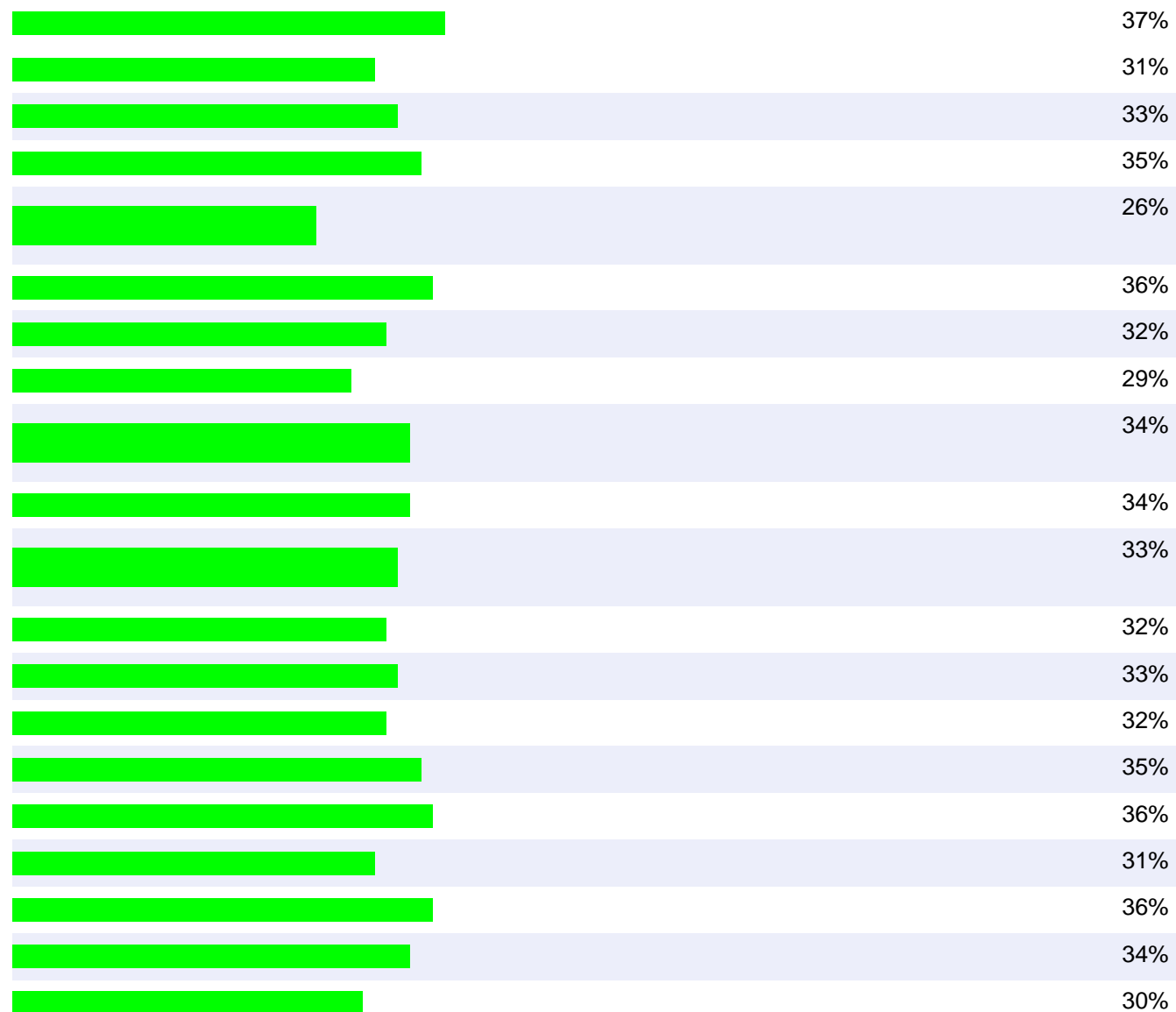
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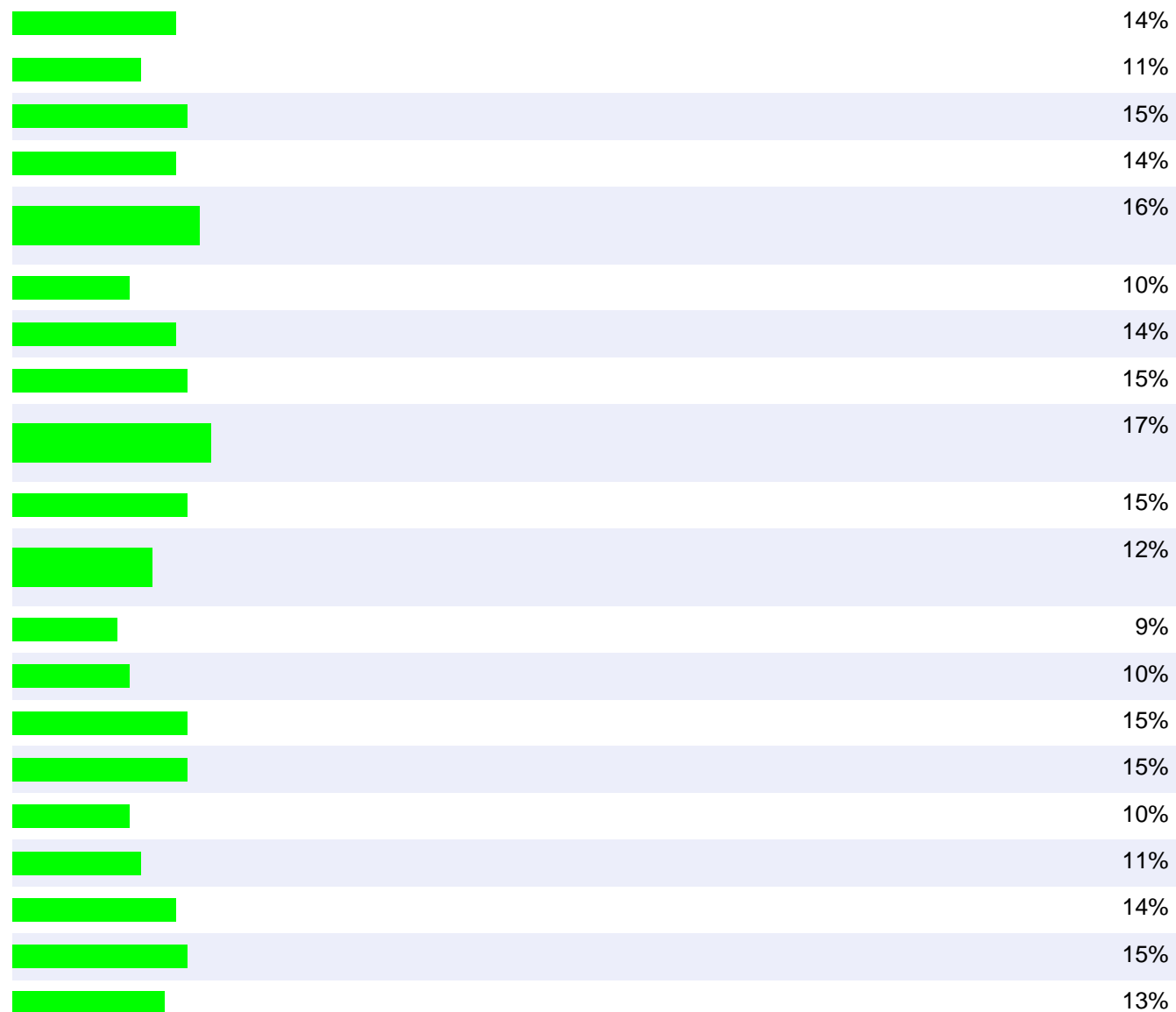
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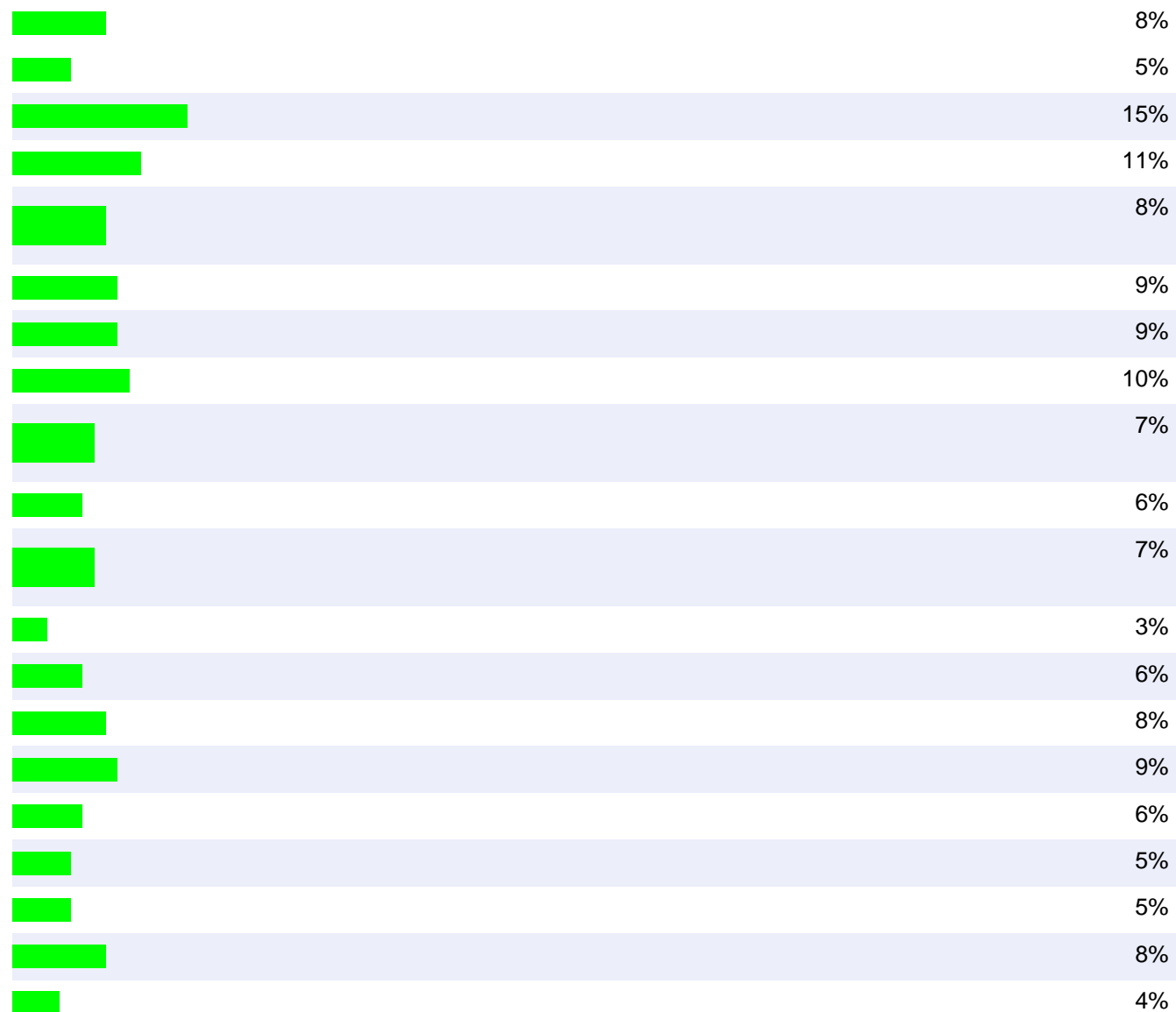
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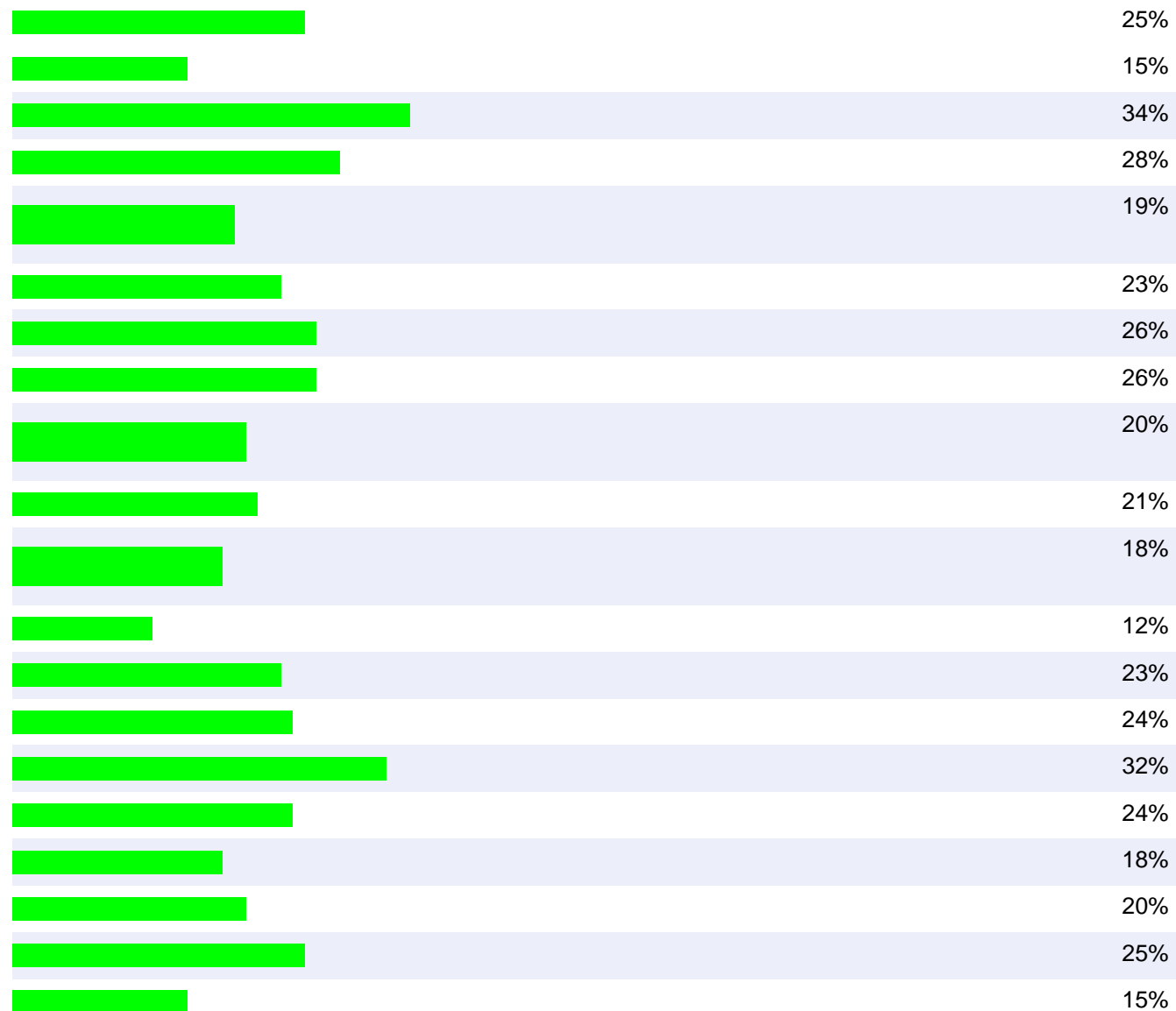
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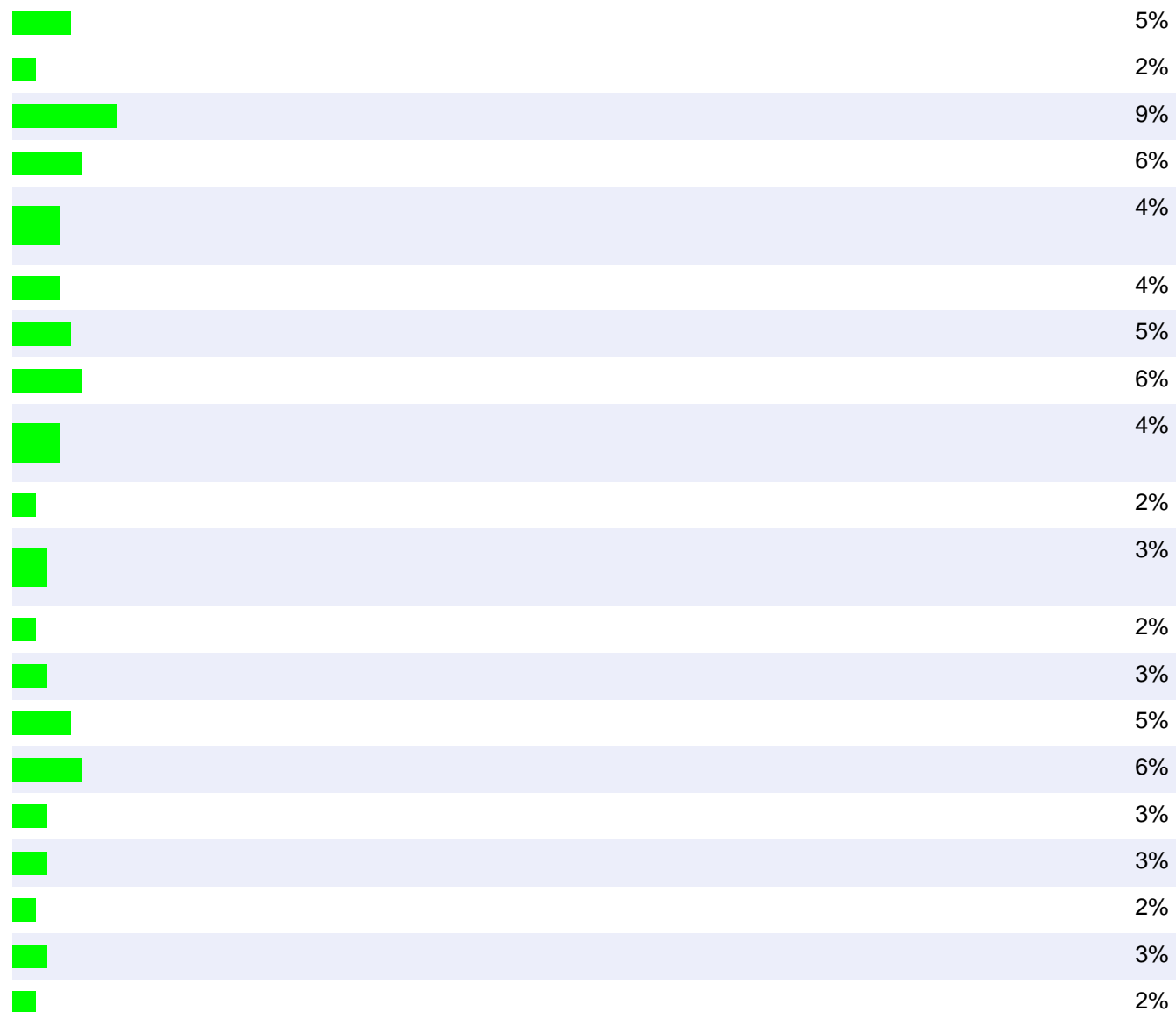
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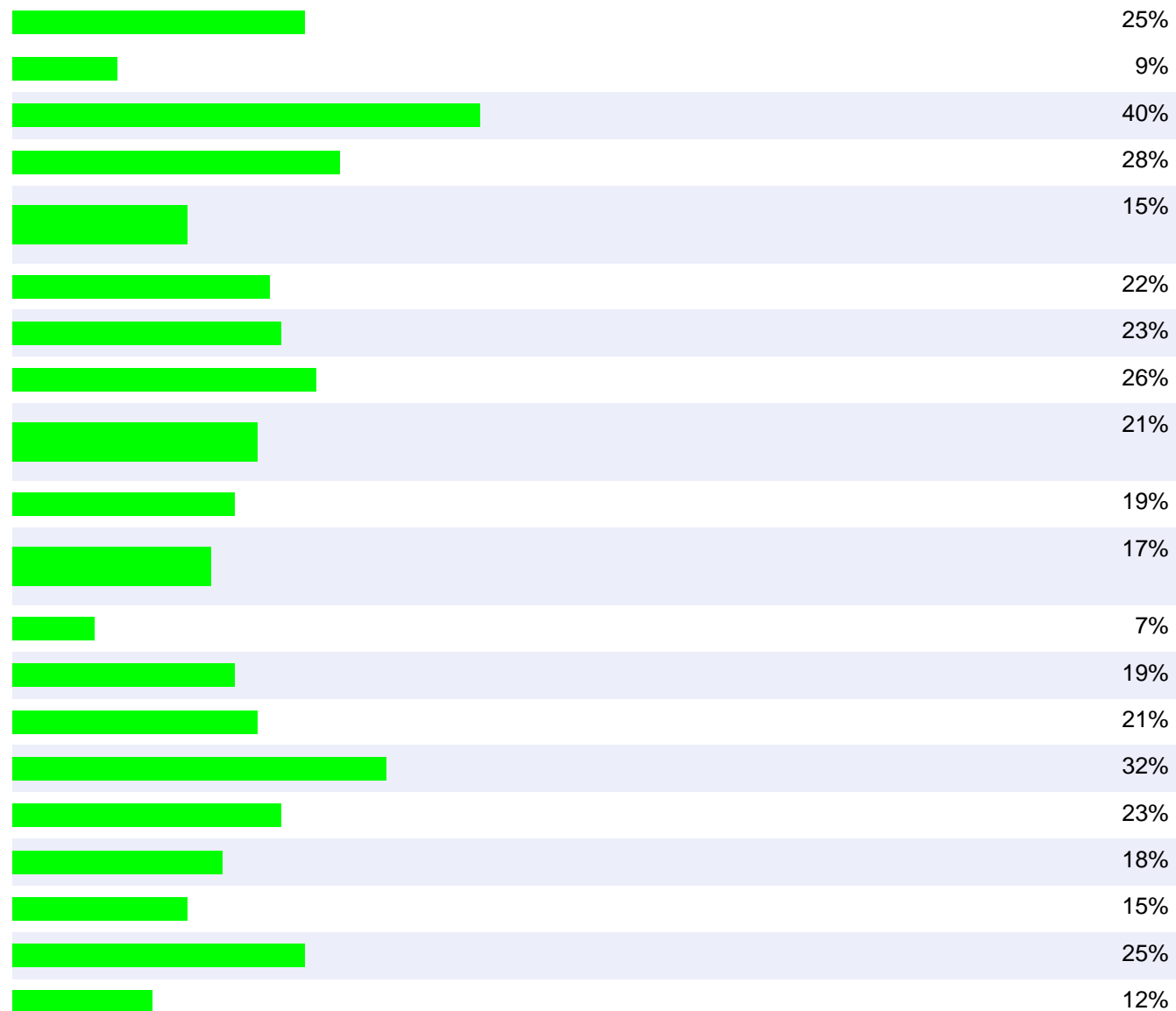
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300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

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300 or more

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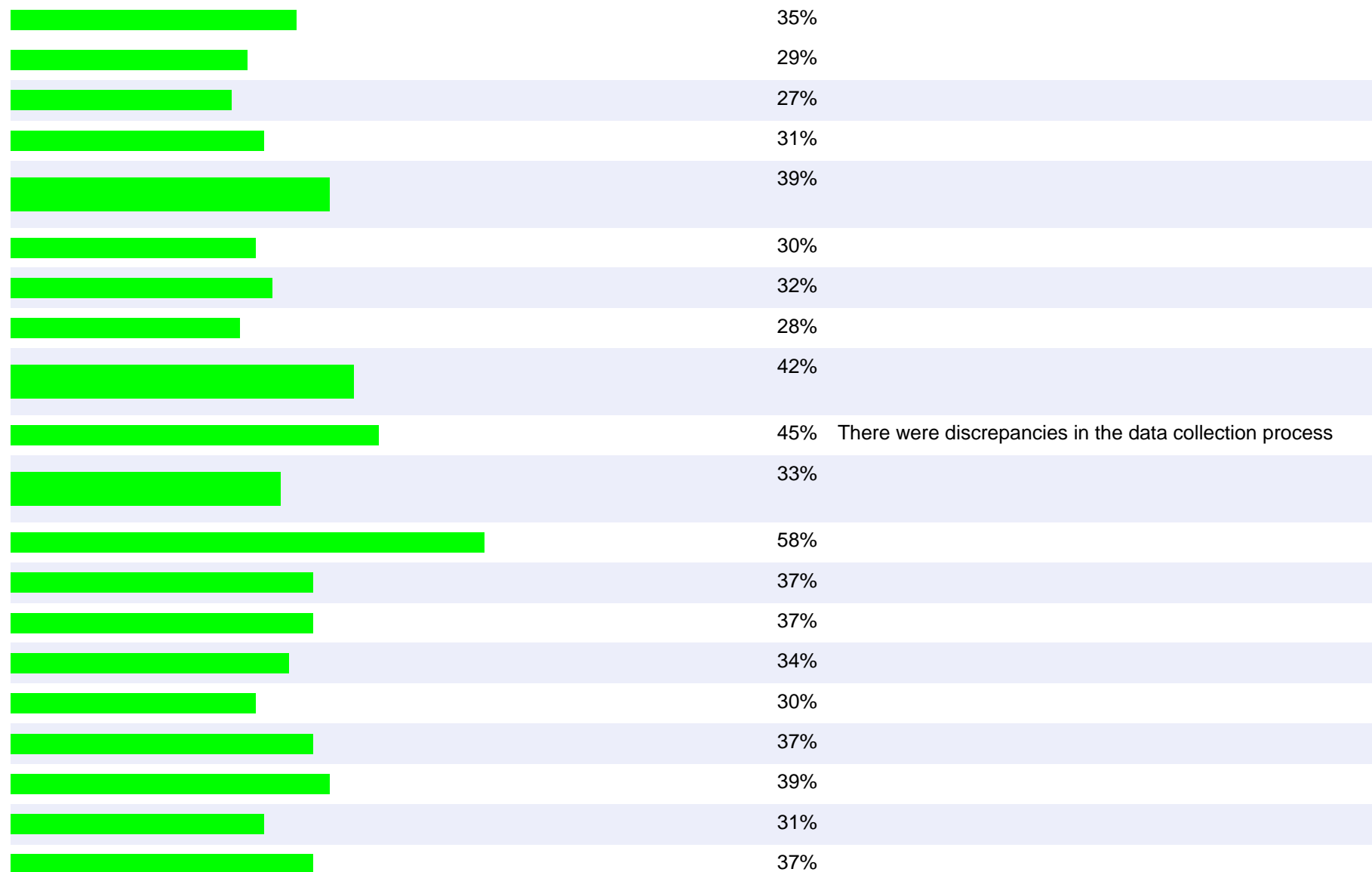
300 or more

300 or more

300 or more

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|        |                                   |                                  |
|--------|-----------------------------------|----------------------------------|
| 220111 | GOOD SAMARITAN MEDICAL CENTER     | 235 NORTH PEARL STREET           |
| 220116 | TUFTS MEDICAL CENTER              | 800 WASHINGTON STREET            |
| 220119 | FAULKNER HOSPITAL                 | 1153 CENTRE STREET               |
| 220126 | NORWOOD HOSPITAL                  | 800 WASHINGTON STREET            |
| 220135 | FALMOUTH HOSPITAL                 | 67 & 100 TER HEUN DRIVE          |
| 220162 | DANA-FARBER CANCER INSTITUTE      | 450 BROOKLINE AVENUE             |
| 220163 | UMASS MEMORIAL MEDICAL CENTER INC | 55 LAKE AVENUE NORTH             |
| 220171 | LAHEY CLINIC HOSPITAL             | 41 & 45 MALL ROAD                |
| 220174 | MERRIMACK VALLEY HOSPITAL         | 140 LINCOLN AVENUE               |
| 220175 | METROWEST MEDICAL CENTER          | 115 LINCOLN STREET               |
| 220176 | ST VINCENT HOSPITAL               | 123 SUMMER STREET                |
| 220177 | NANTUCKET COTTAGE HOSPITAL        | 57 PROSPECT STREET               |
| 221300 | MARTHA'S VINEYARD HOSPITAL INC    | ONE HOSPITAL ROAD PO BOX<br>1477 |
| 221302 | FAIRVIEW HOSPITAL                 | 29 LEWIS AVENUE                  |
| 221303 | ATHOL MEMORIAL HOSPITAL           | 2033 MAIN STREET                 |
| 223302 | BOSTON CHILDREN'S HOSPITAL        | 300 LONGWOOD AVENUE              |
| 330003 | ALBANY MEMORIAL HOSPITAL          | 600 NORTHERN BOULEVARD           |
| 330004 | KINGSTON HOSPITAL                 | 396 BROADWAY                     |

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|  |                  |    |
|--|------------------|----|
|  | BROCKTON         | MA |
|  | BOSTON           | MA |
|  | BOSTON           | MA |
|  | NORWOOD          | MA |
|  | FALMOUTH         | MA |
|  | BOSTON           | MA |
|  | WORCESTER        | MA |
|  | BURLINGTON       | MA |
|  | HAVERHILL        | MA |
|  | FRAMINGHAM       | MA |
|  | WORCESTER        | MA |
|  | NANTUCKET        | MA |
|  | OAK BLUFFS       | MA |
|  | GREAT BARRINGTON | MA |
|  | ATHOL            | MA |
|  | BOSTON           | MA |
|  | ALBANY           | NY |
|  | KINGSTON         | NY |

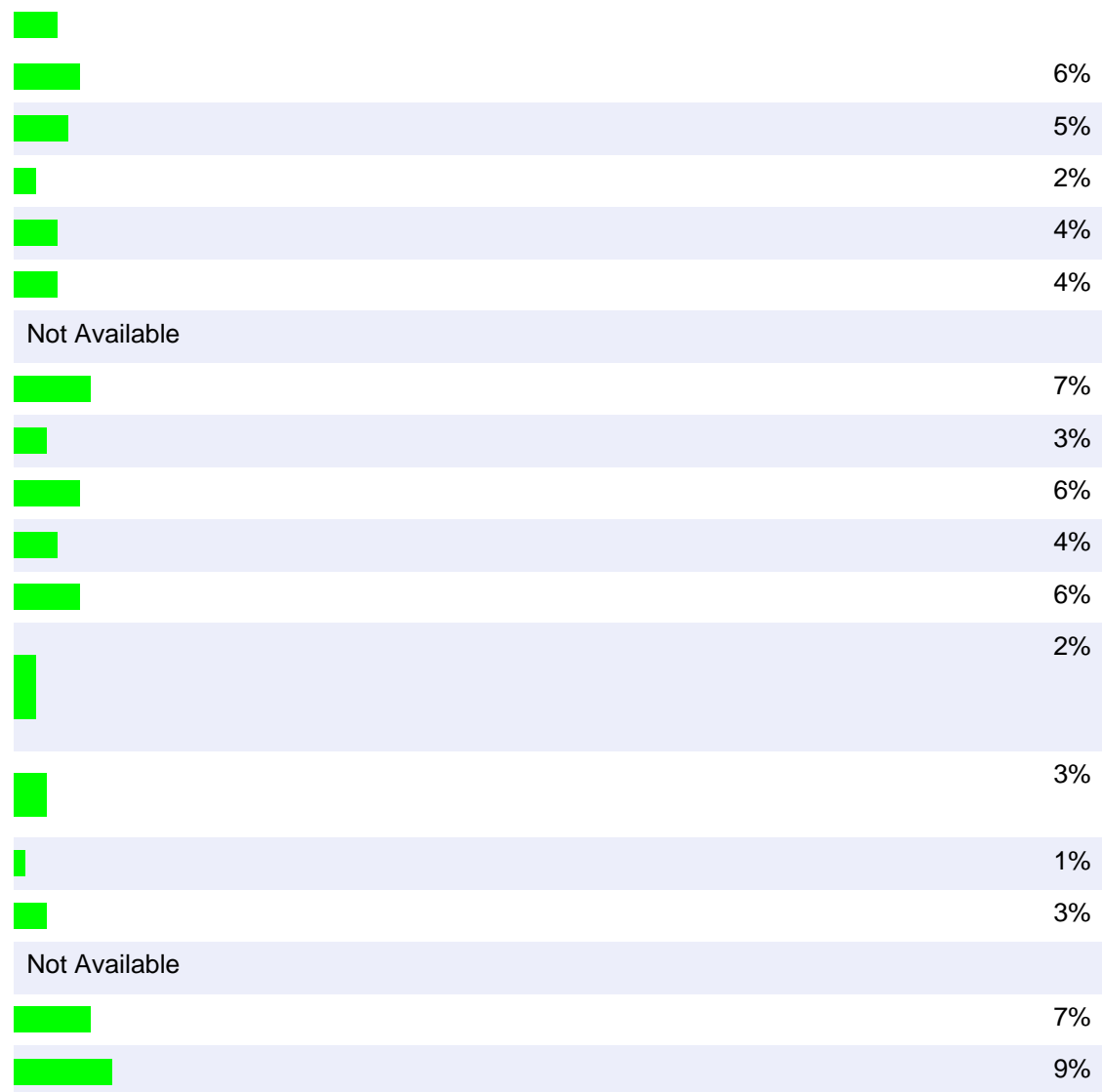
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|       |            |            |
|-------|------------|------------|
| 02301 | PLYMOUTH   | 5084273000 |
| 02111 | SUFFOLK    | 6176365000 |
| 02130 | SUFFOLK    | 6179837000 |
| 02062 | NORFOLK    | 5087721000 |
| 02540 | BARNSTABLE | 5085485300 |
| 02115 | SUFFOLK    | 6176323000 |
| 01655 | WORCESTER  | 5083341000 |
| 01803 | MIDDLESEX  | 7817445100 |
| 01830 | ESSEX      | 9783742000 |
| 01701 | MIDDLESEX  | 5083831000 |
| 01608 | WORCESTER  | 5083635000 |
| 02554 | NANTUCKET  | 5082281200 |
| 02557 | DUKES      | 5086930410 |
| 01230 | BERKSHIRE  | 4135280790 |
| 01331 | WORCESTER  | 9782493511 |
| 02115 | SUFFOLK    | 6177356000 |
| 12204 | ALBANY     | 5184713221 |
| 12401 | ULSTER     | 9143313131 |

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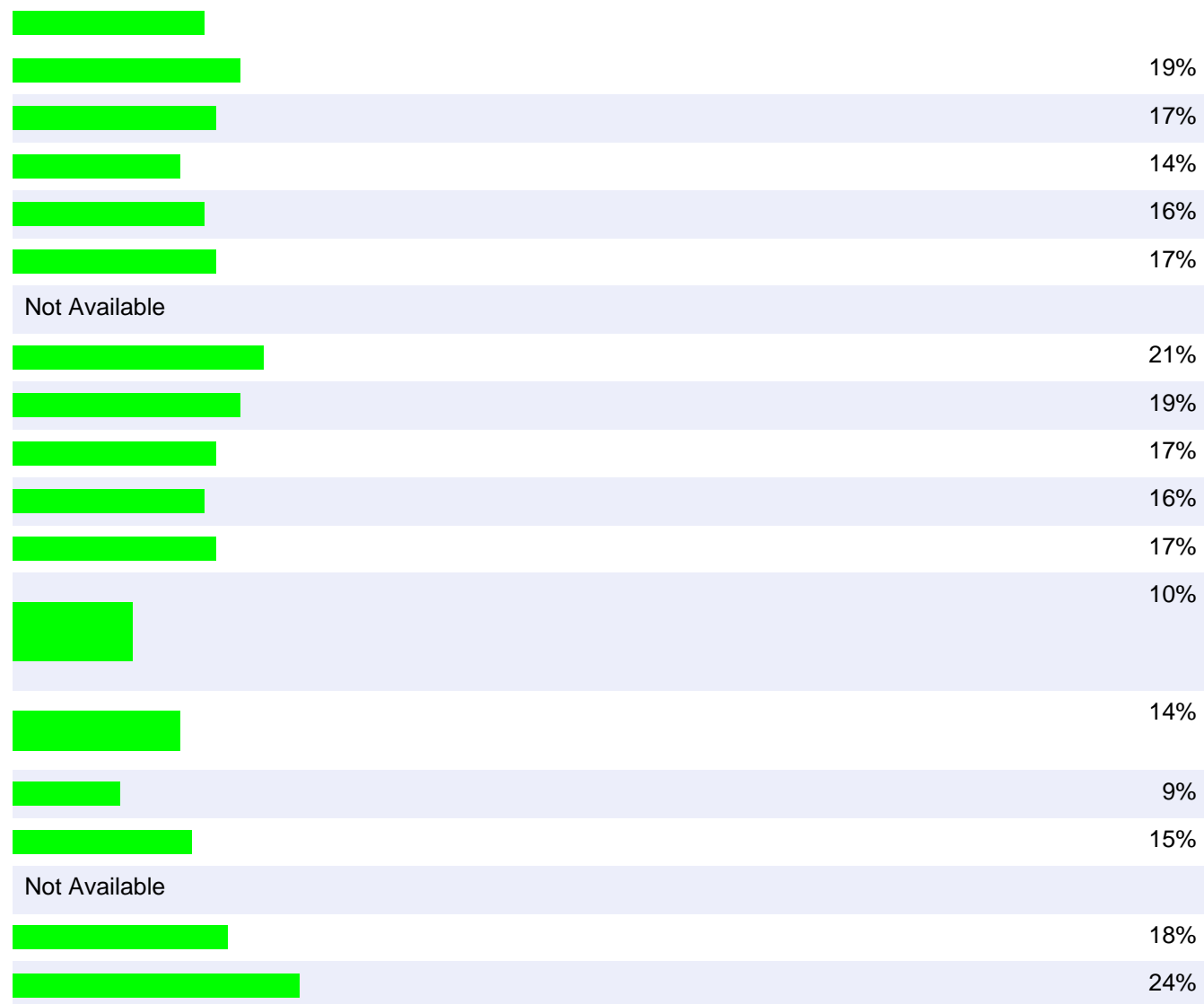
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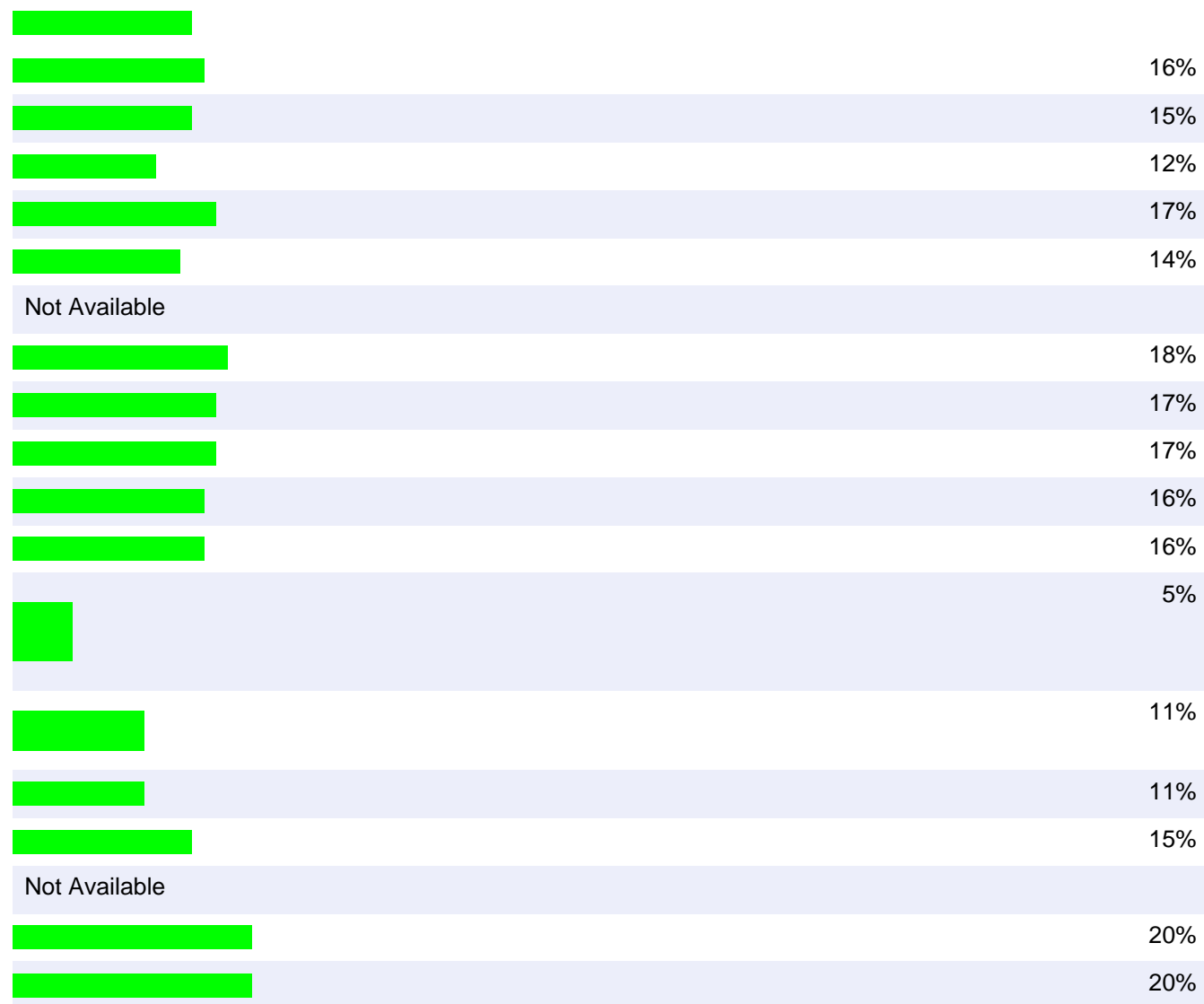
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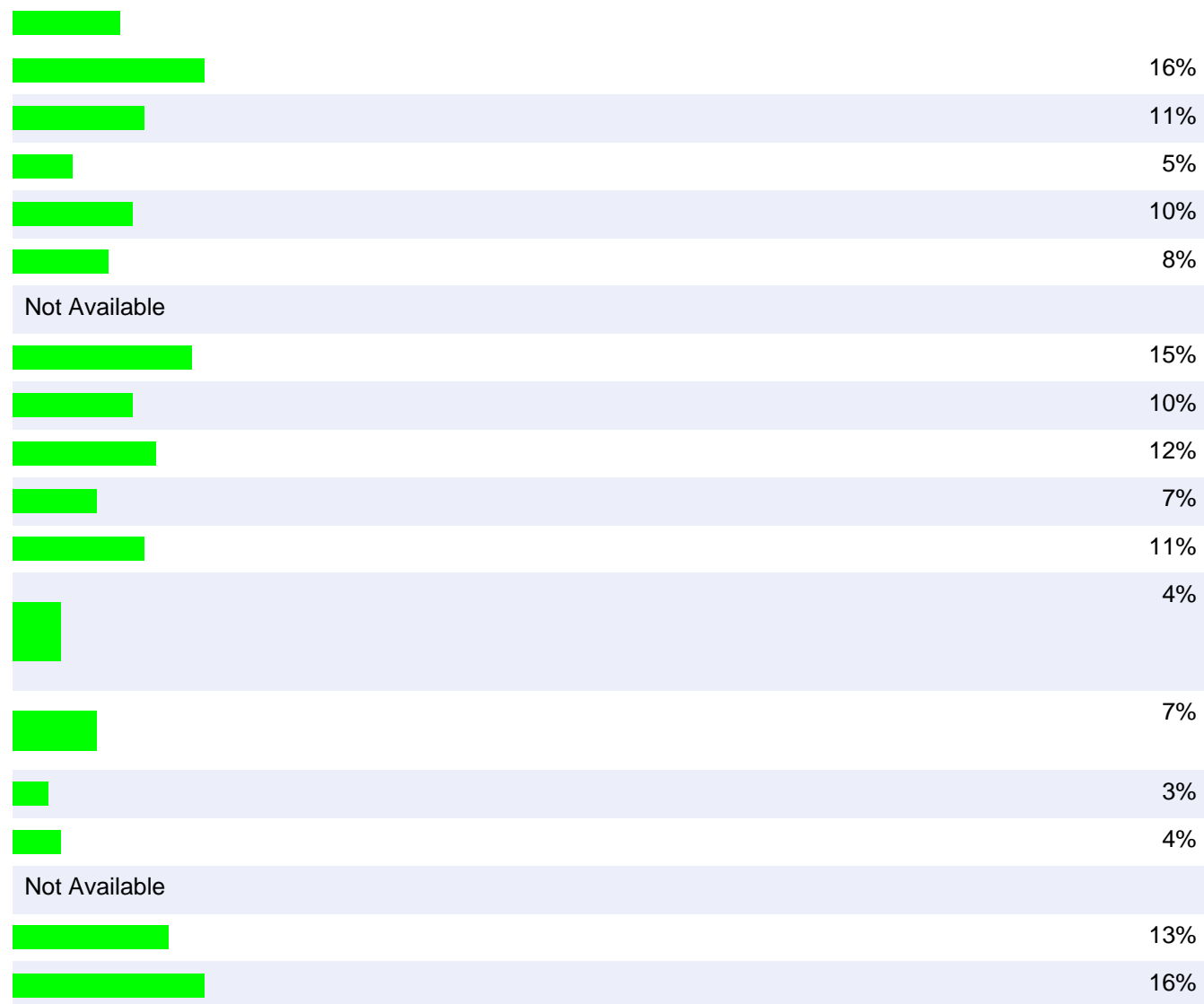
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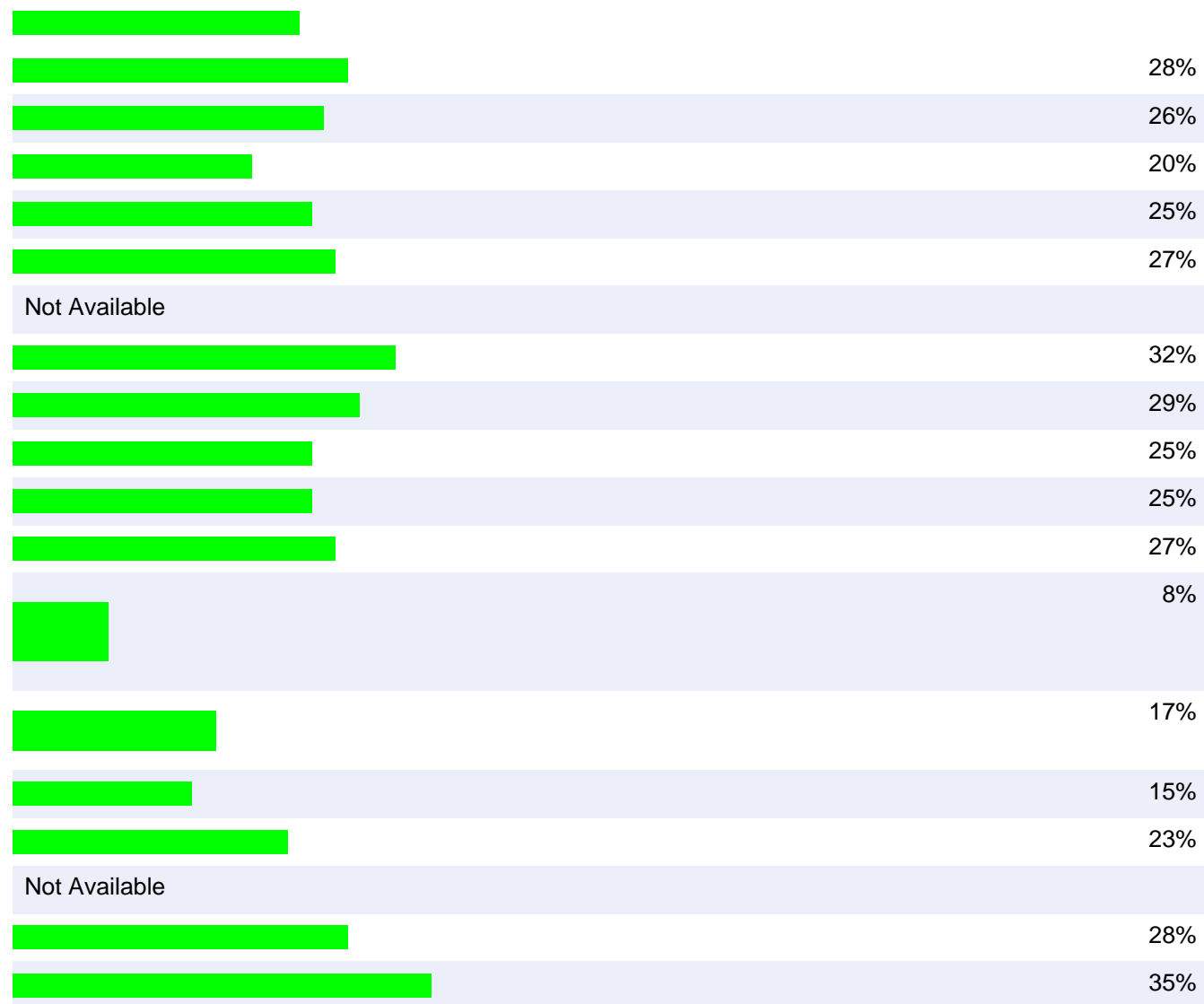
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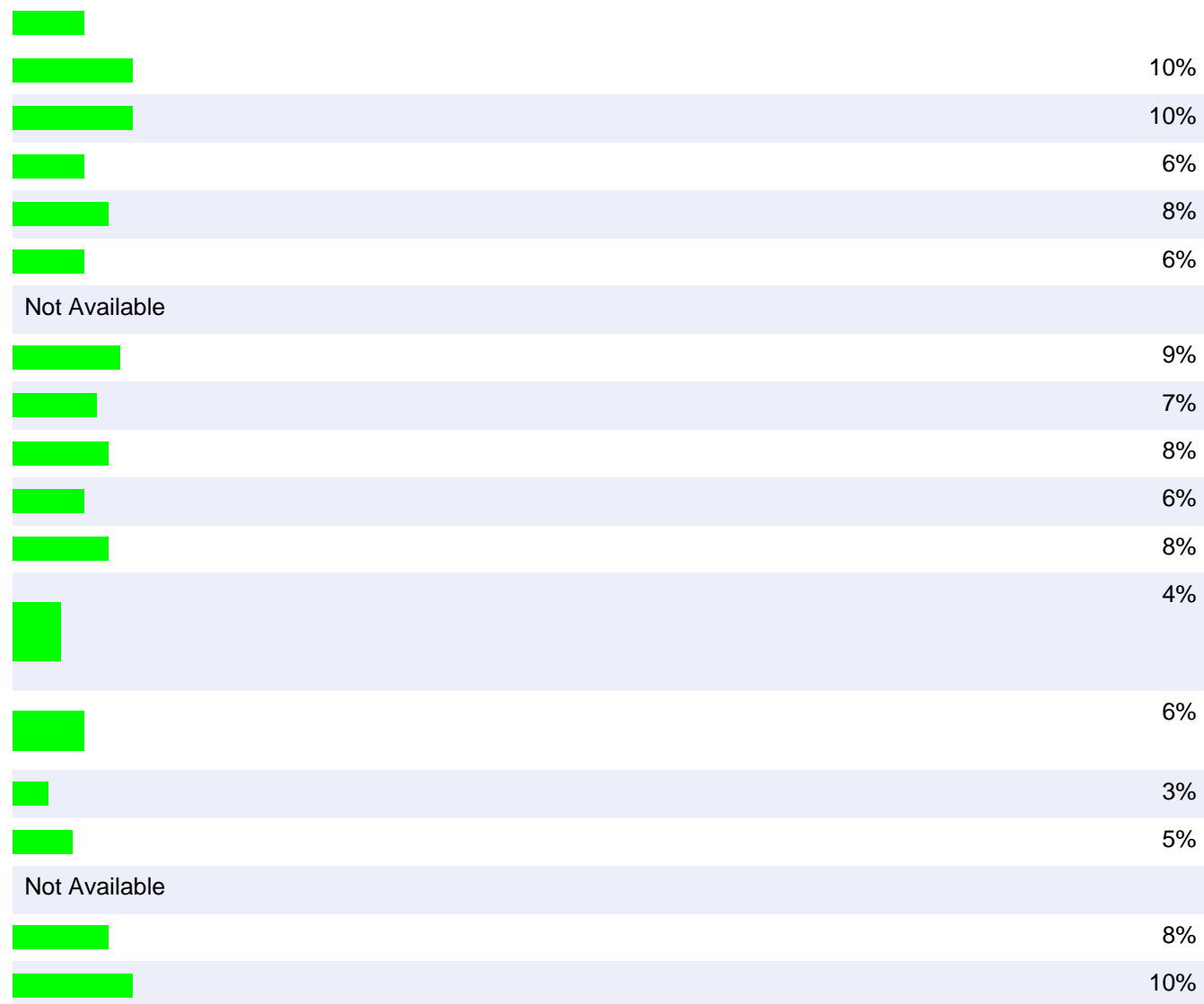
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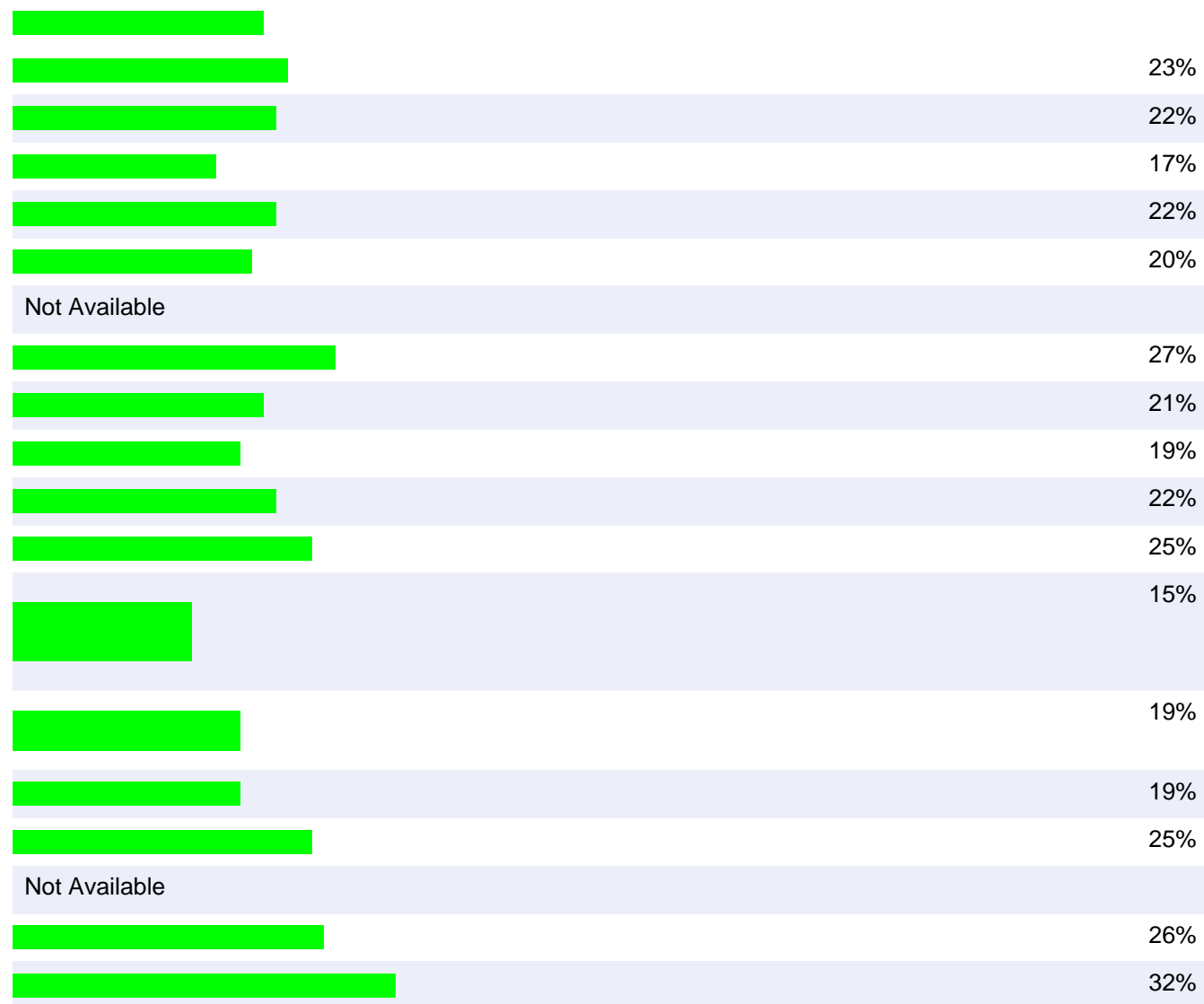
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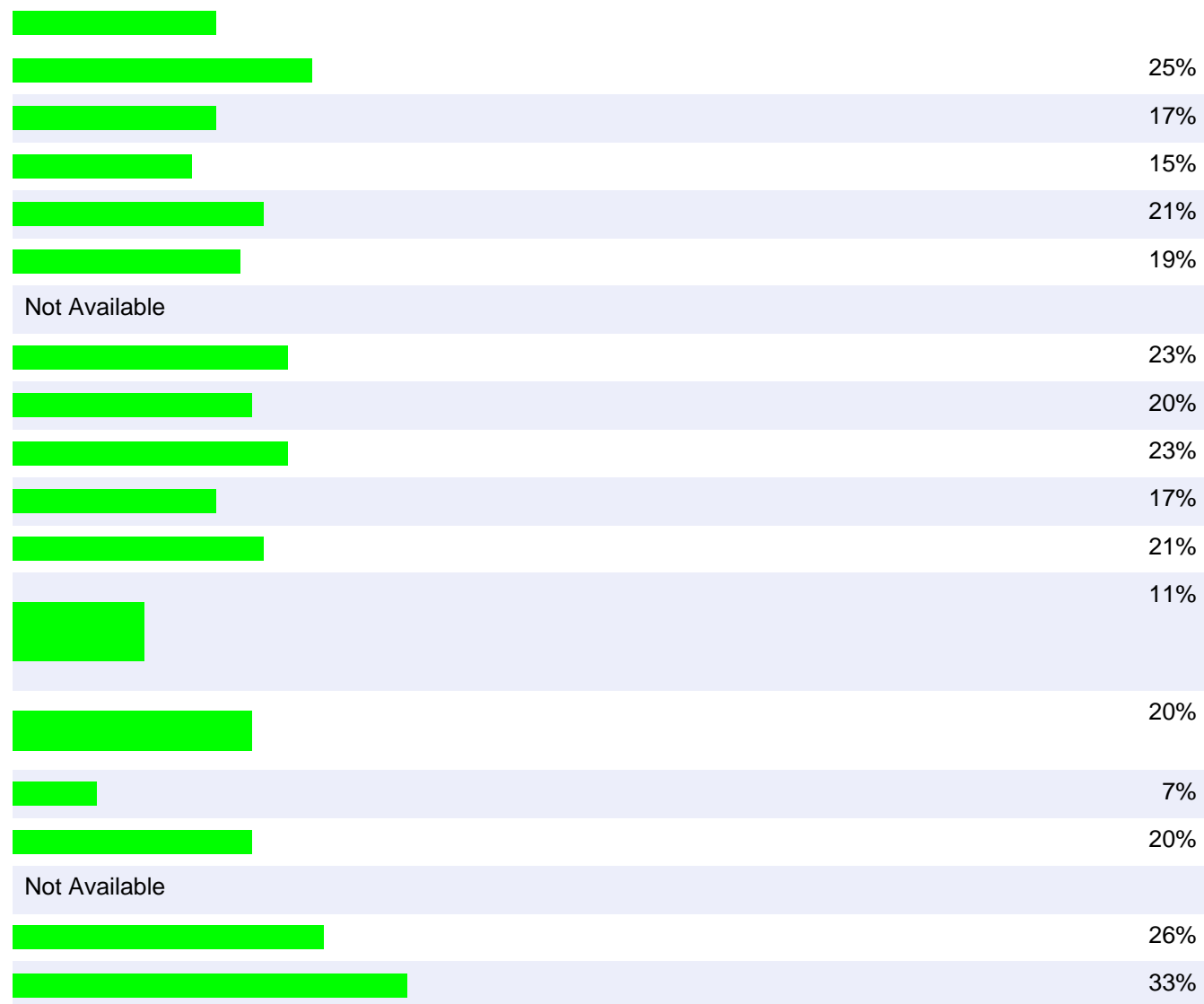
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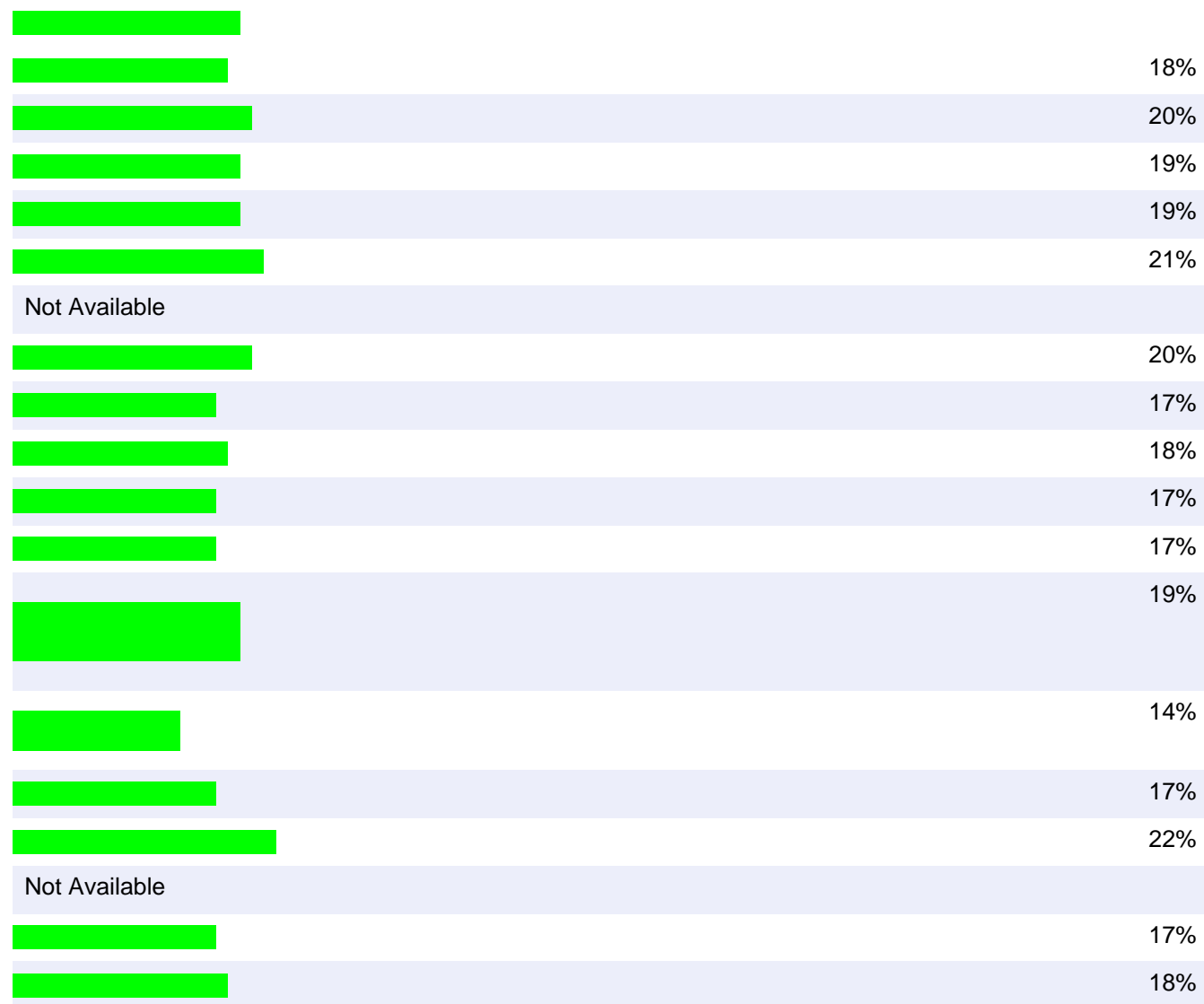
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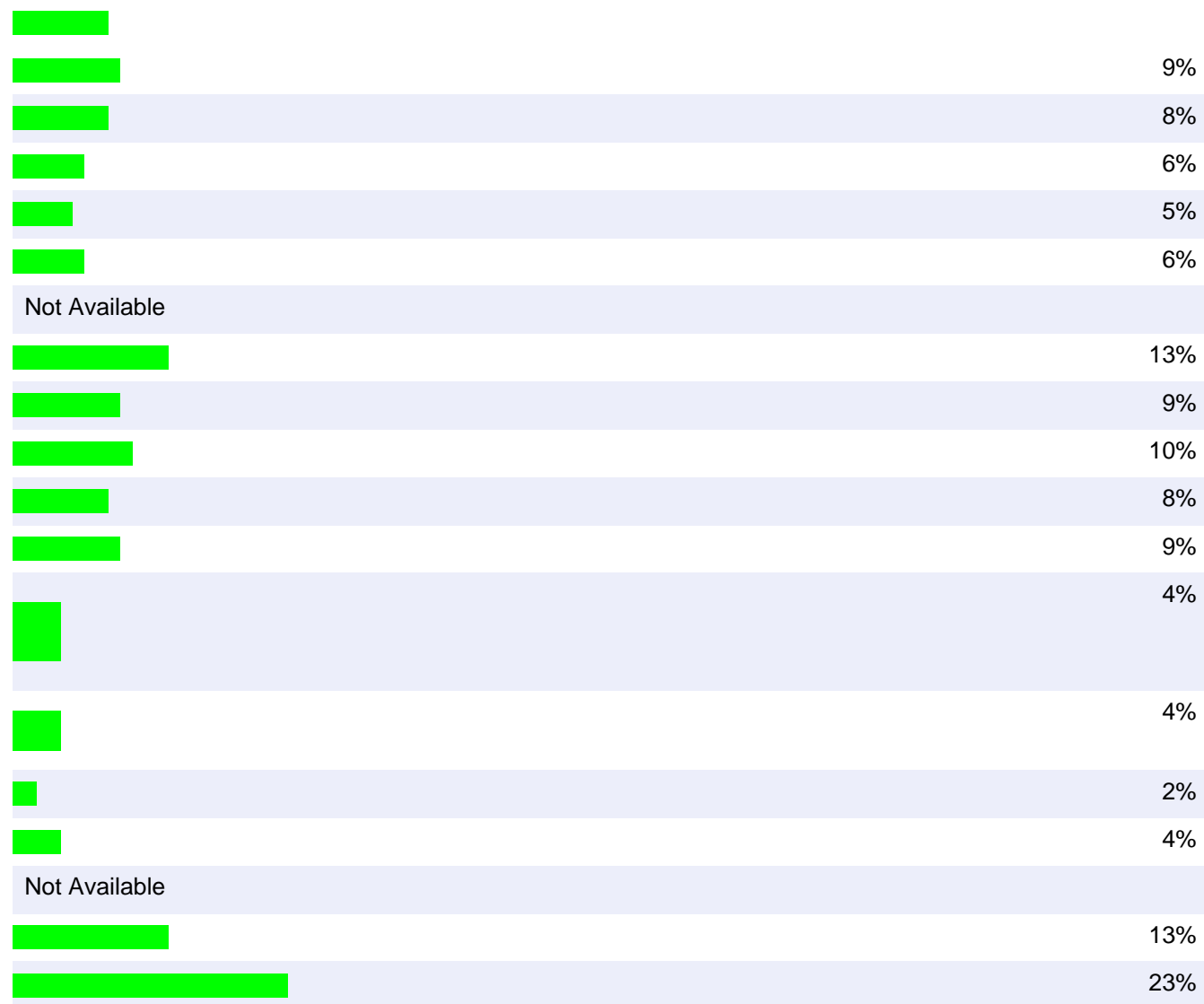
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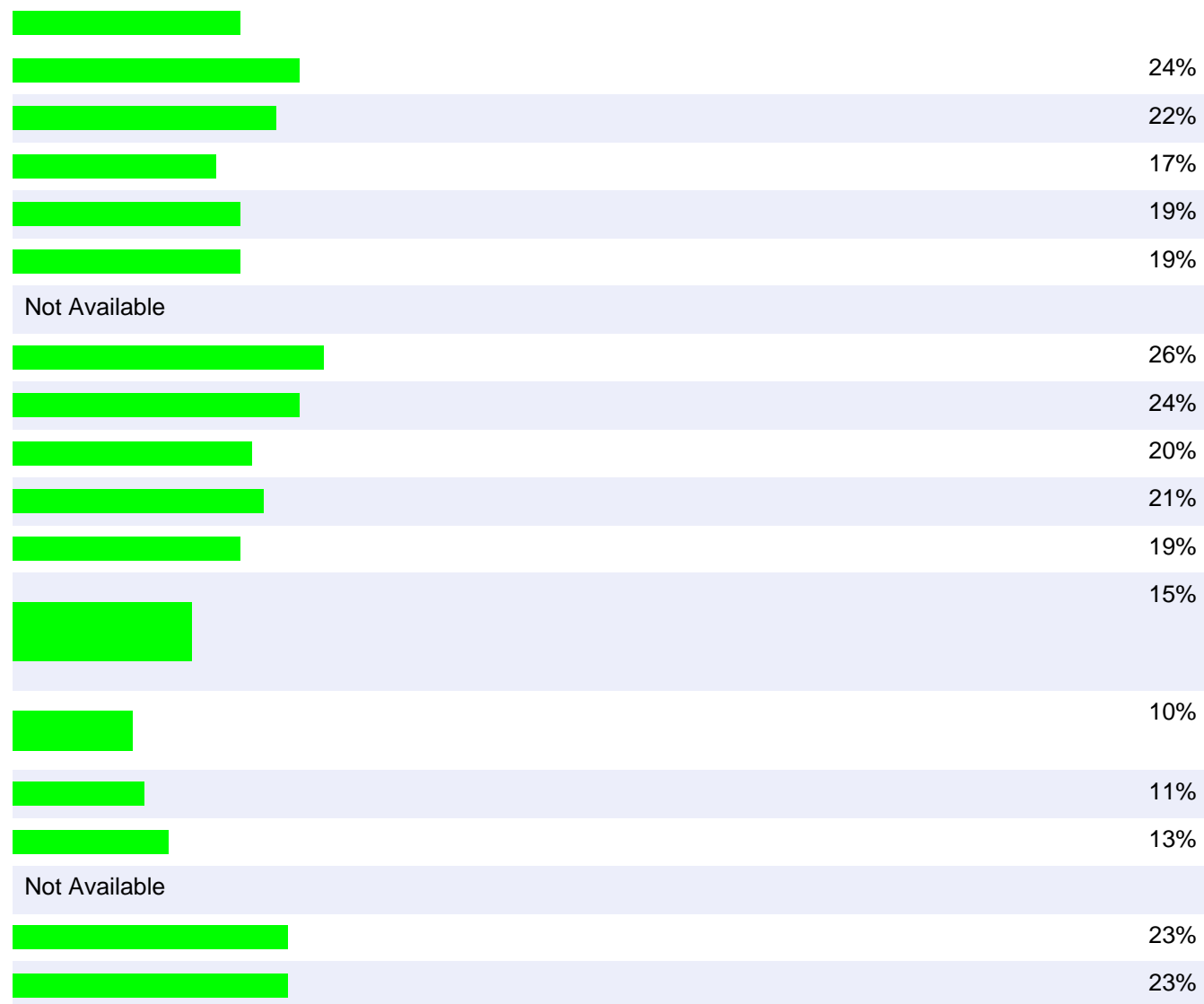
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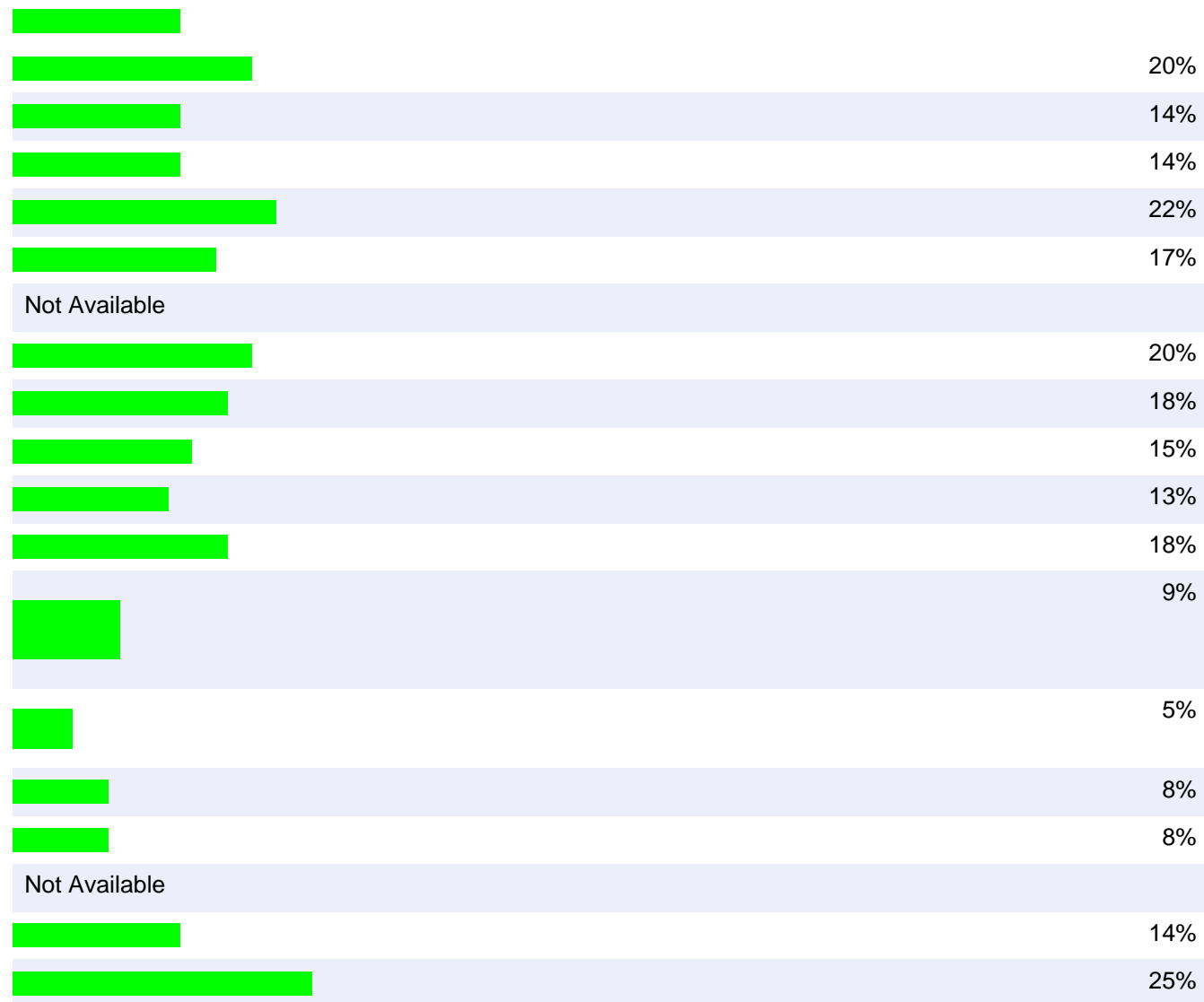
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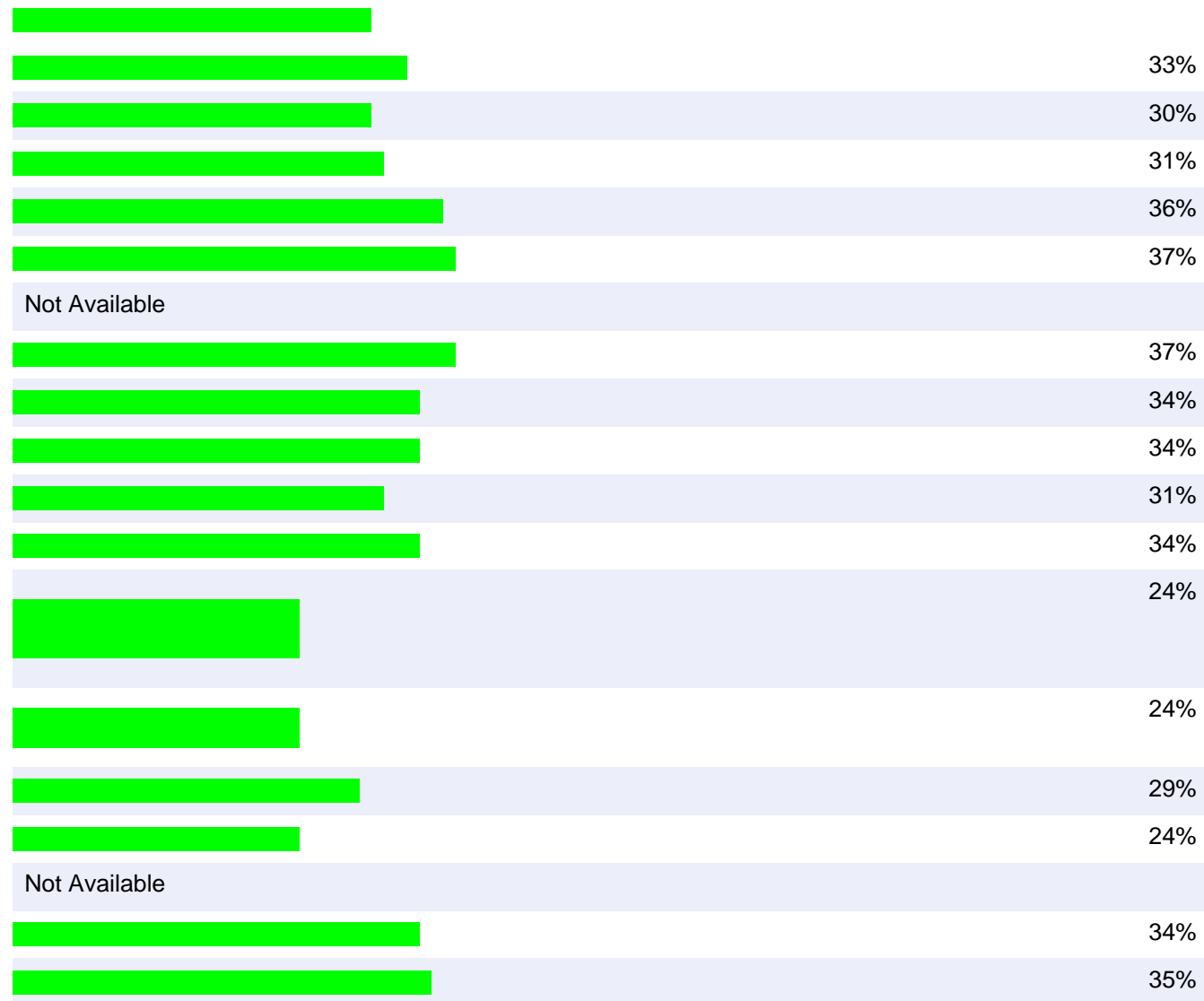
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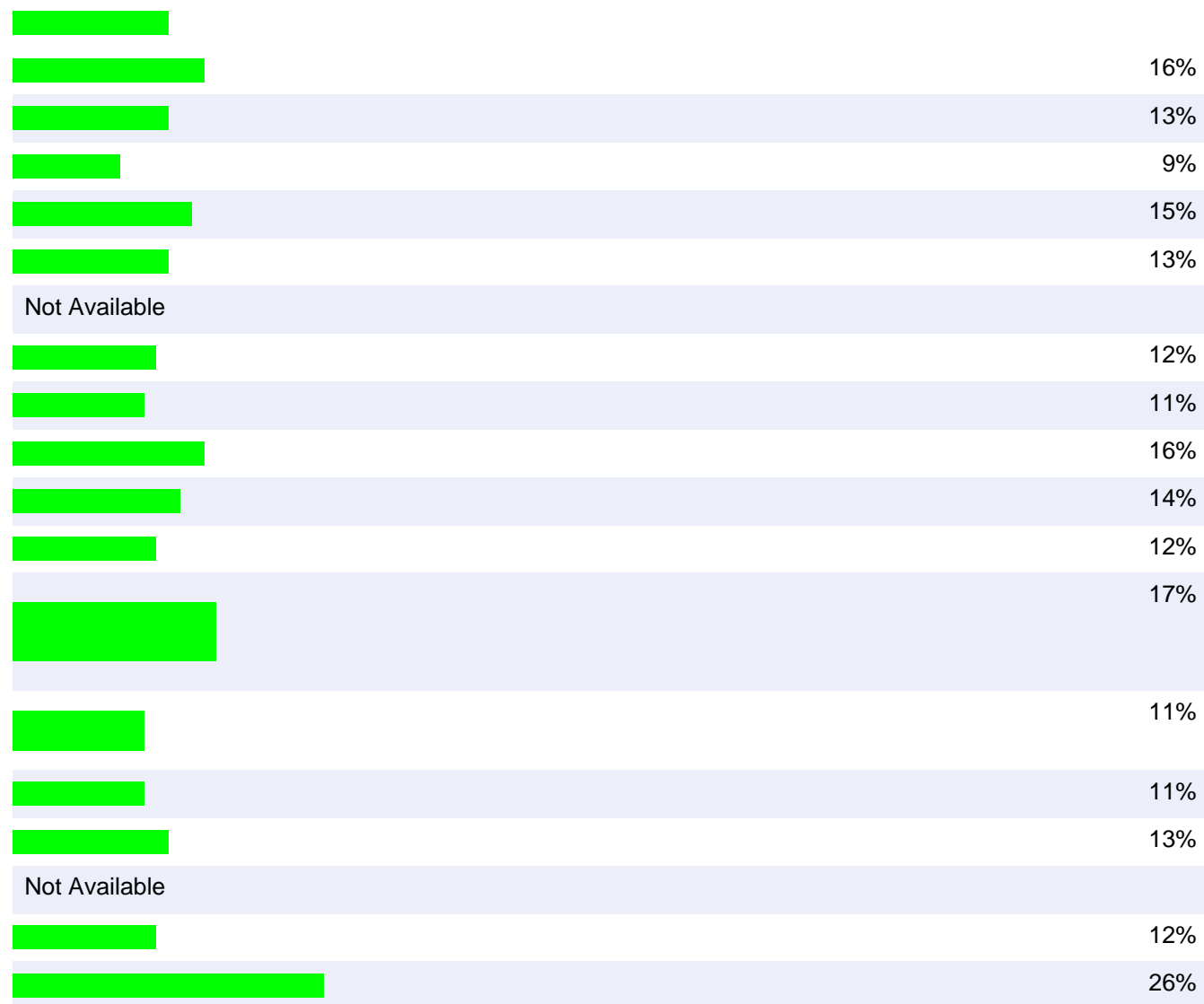
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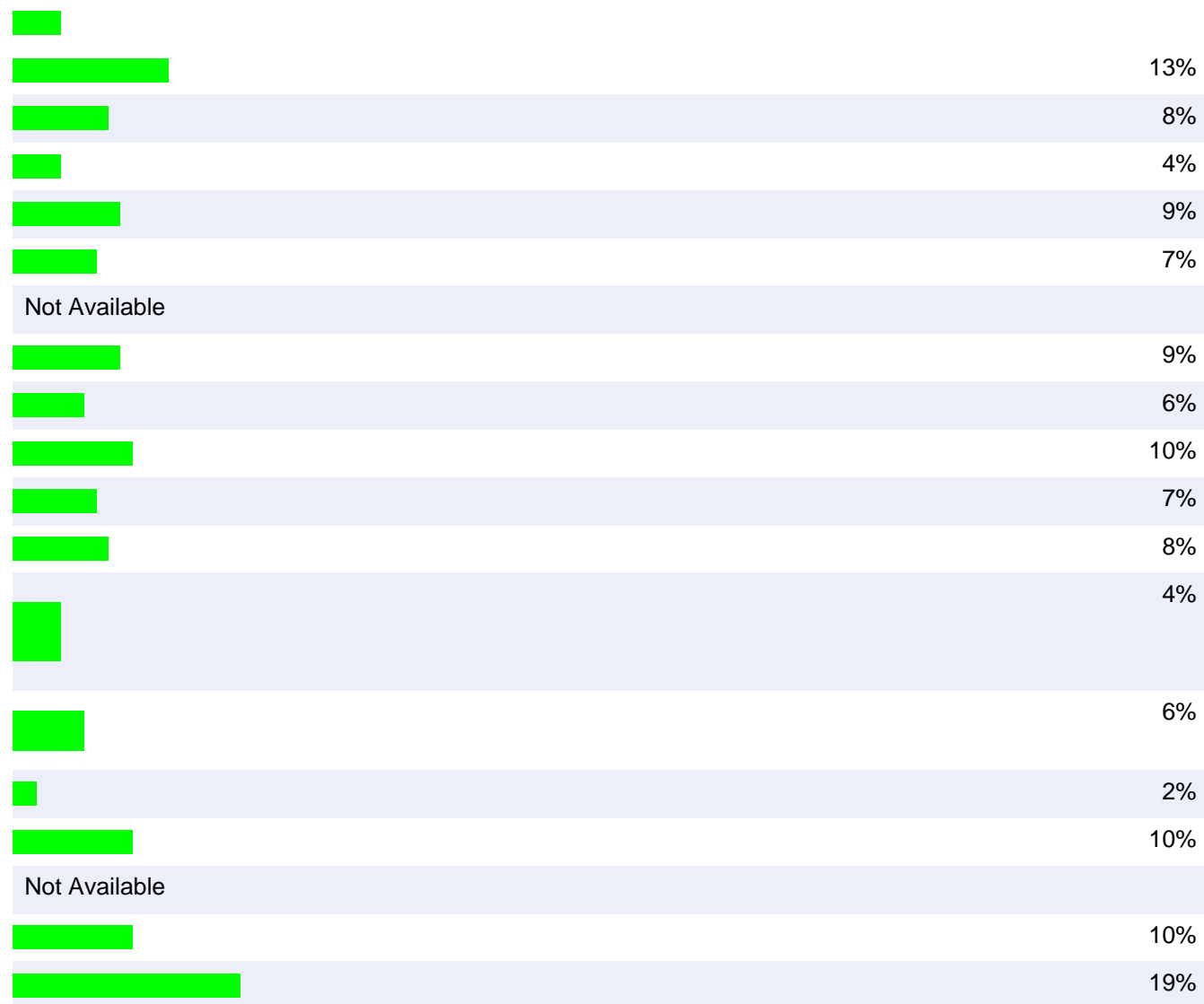
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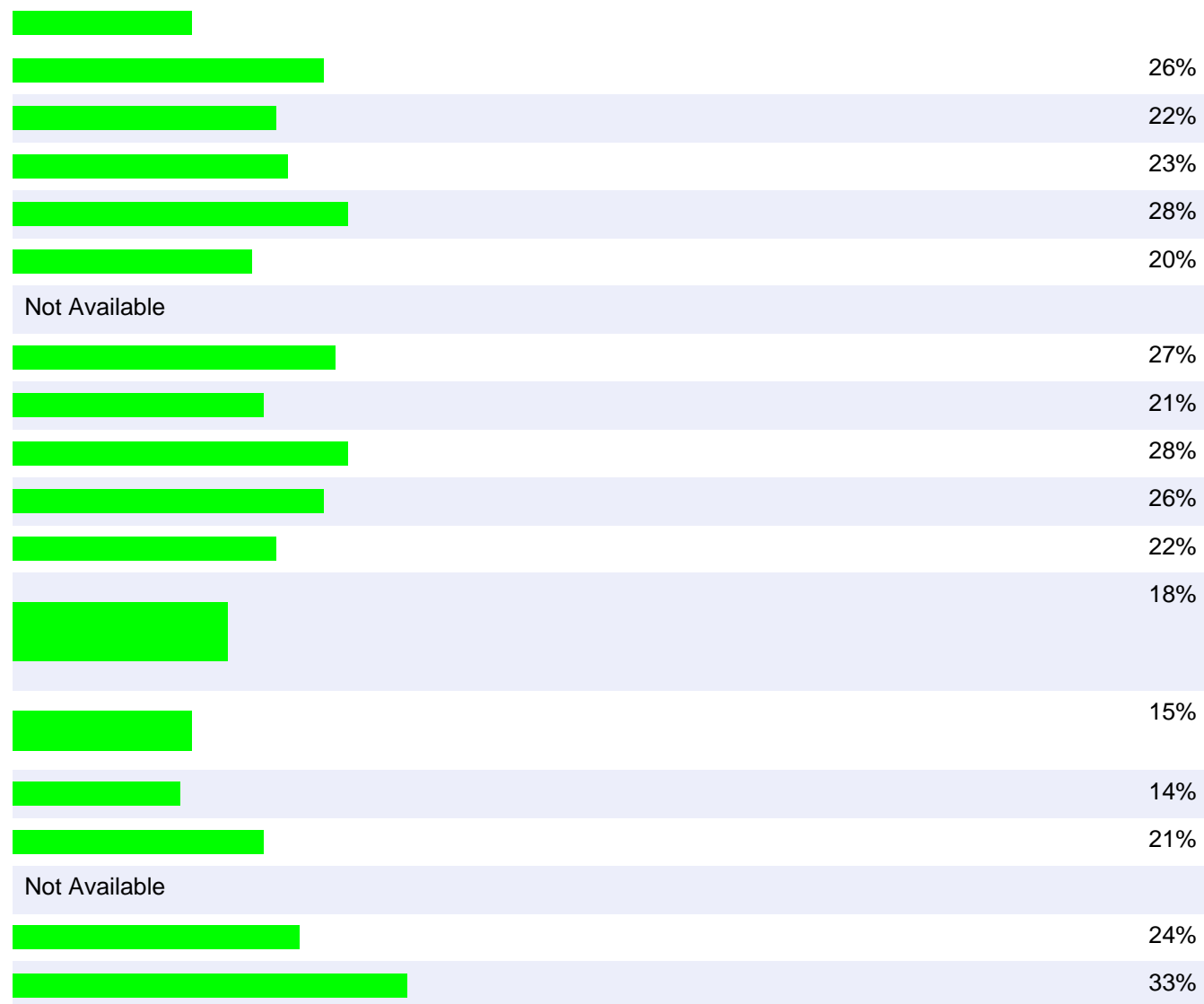
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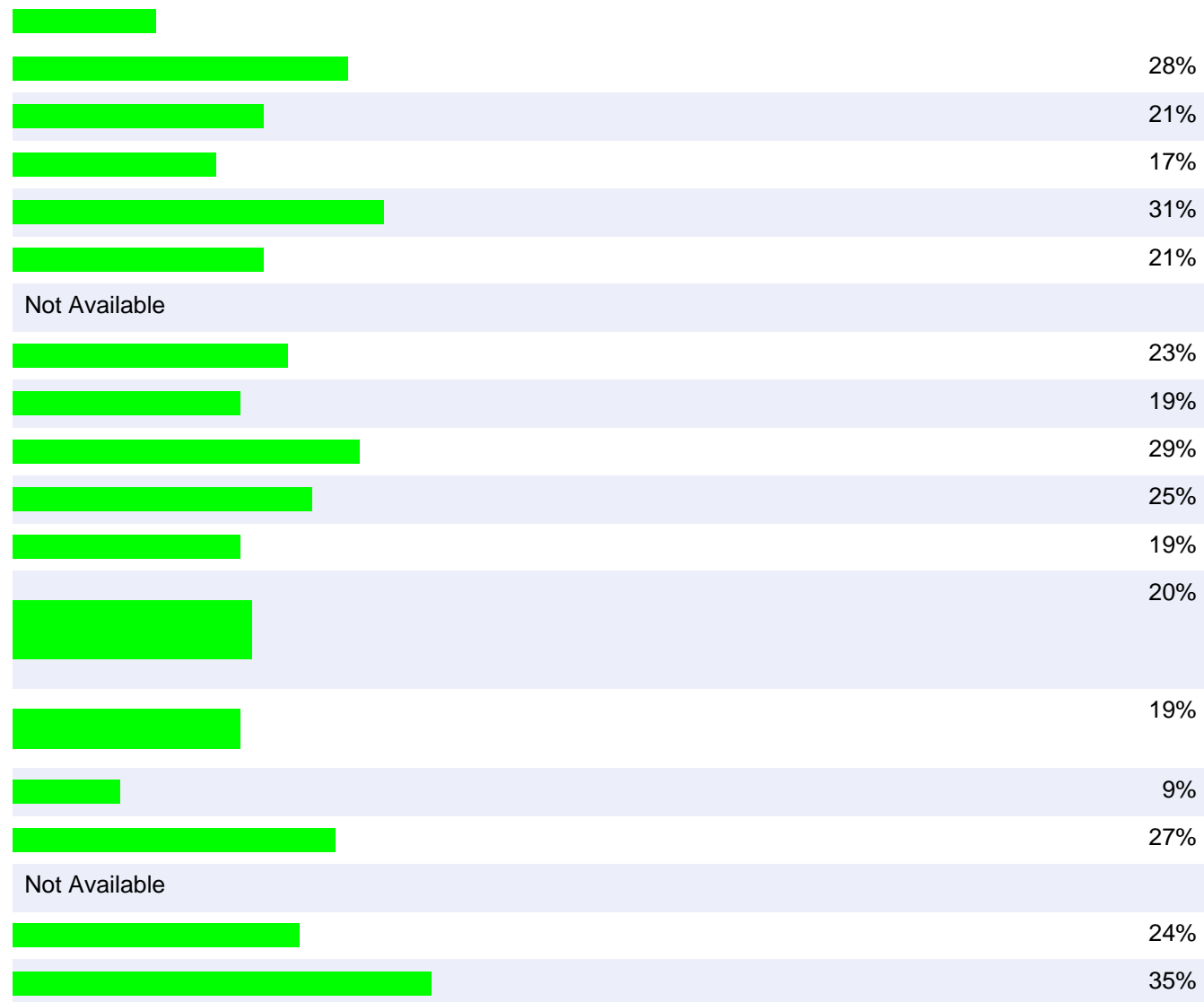
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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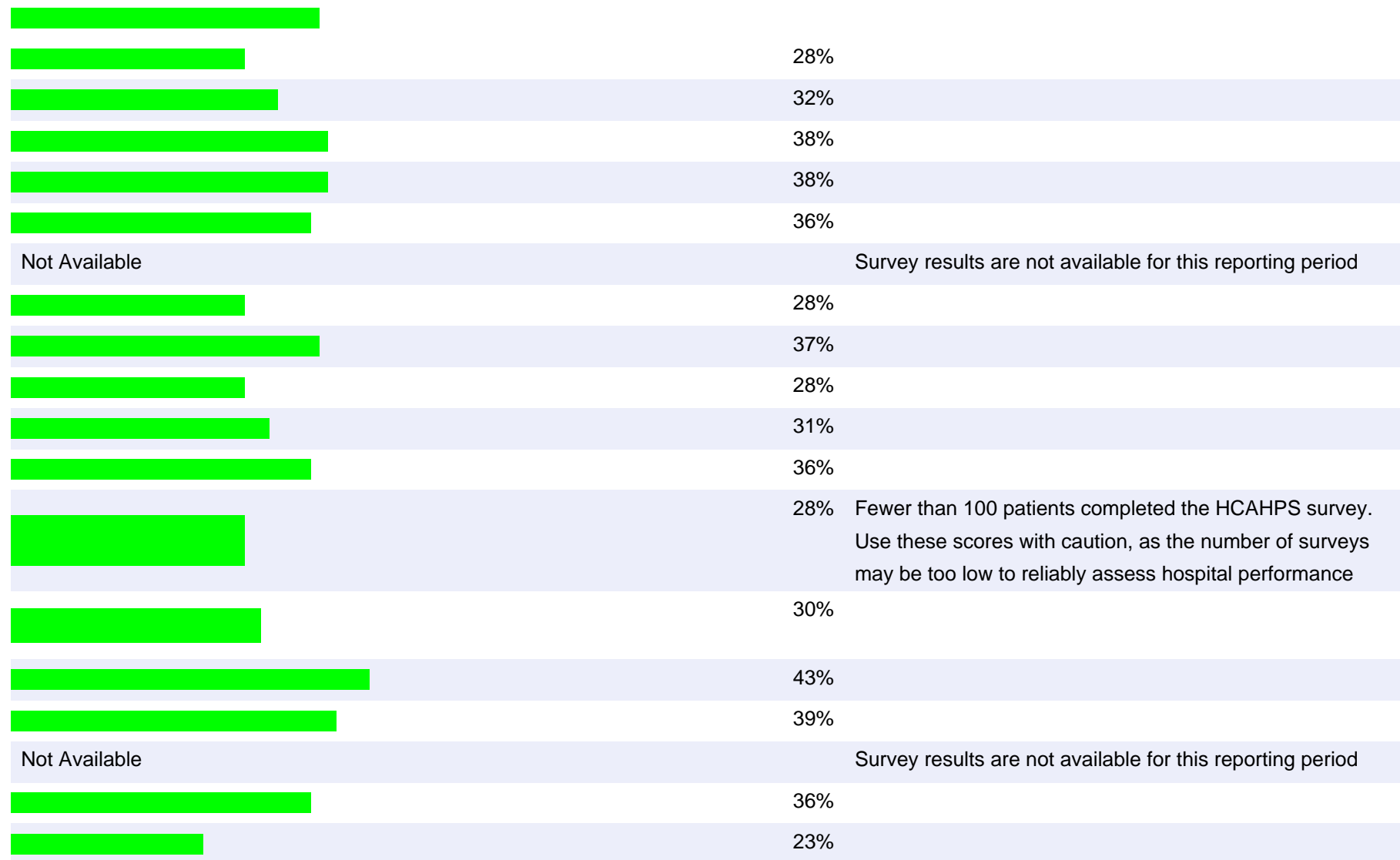
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|                     |  |
|---------------------|--|
| 300 or more         |  |
| 300 or more         |  |
| 300 or more         |  |
| 300 or more         |  |
| 300 or more         |  |
| Not Available       |  |
| 300 or more         |  |
| 300 or more         |  |
| 300 or more         |  |
| 300 or more         |  |
| 300 or more         |  |
| Fewer than 100      |  |
| Between 100 and 299 |  |
| 300 or more         |  |
| Between 100 and 299 |  |
| Not Available       |  |
| 300 or more         |  |
| 300 or more         |  |

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|        |  |  |
|--------|--|--|
| 330005 | KALEIDA HEALTH                                   | 726 EXCHANGE STREET, SUITE<br>522      |
| 330006 | ST JOSEPH'S MEDICAL CENTER                       | 127 SOUTH BROADWAY                     |
| 330008 | WYOMING COUNTY COMMUNITY HOSPITAL                | 400 NORTH MAIN STREET                  |
| 330009 | BRONX-LEBANON HOSPITAL CENTER                    | 1276 FULTON AVENUE                     |
| 330011 | OUR LADY OF LOURDES MEMORIAL<br>HOSPITAL, INC    | 169 RIVERSIDE DRIVE                    |
| 330013 | ALBANY MEDICAL CENTER HOSPITAL                   | 43 NEW SCOTLAND AVENUE                 |
| 330014 | JAMAICA HOSPITAL MEDICAL CENTER                  | 89TH AVENUE AND VAN WYCK<br>EXPRESSWAY |
| 330019 | NEW YORK COMMUNITY HOSPITAL OF<br>BROOKLYN, INC. | 2525 KINGS HIGHWAY                     |
| 330023 | VASSAR BROTHERS MEDICAL CENTER                   | 45 READE PLACE                         |
| 330024 | MOUNT SINAI HOSPITAL                             | ONE GUSTAVE L LEVY PLACE               |
| 330027 | NASSAU UNIVERSITY MEDICAL CENTER                 | 2201 HEMPSTEAD TURNPIKE                |
| 330028 | RICHMOND UNIVERSITY MEDICAL CENTER               | 355 BARD AVENUE                        |
| 330030 | NEWARK-WAYNE COMMUNITY HOSPITAL                  | 111 DRIVING PARK AVENUE                |
| 330033 | CHENANGO MEMORIAL HOSPITAL, INC                  | 179 NORTH BROAD STREET                 |
| 330037 | LAKESIDE MEMORIAL HOSPITAL                       | 156 WEST AVENUE                        |
| 330043 | SOUTHSIDE HOSPITAL                               | 301 EAST MAIN STREET                   |
| 330044 | FAXTON-ST LUKE'S HEALTHCARE                      | 1656 CHAMPLIN AVENUE                   |
| 330045 | HUNTINGTON HOSPITAL                              | 270 PARK AVENUE                        |
| 330046 | ST LUKE'S ROOSEVELT HOSPITAL                     | 1111 AMSTERDAM AVENUE                  |

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|  |               |    |
|--|---------------|----|
|  | BUFFALO       | NY |
|  | YONKERS       | NY |
|  | WARSAW        | NY |
|  | BRONX         | NY |
|  | BINGHAMTON    | NY |
|  | ALBANY        | NY |
|  | JAMAICA       | NY |
|  | BROOKLYN      | NY |
|  | POUGHKEEPSIE  | NY |
|  | NEW YORK      | NY |
|  | EAST MEADOW   | NY |
|  | STATEN ISLAND | NY |
|  | NEWARK        | NY |
|  | NORWICH       | NY |
|  | BROCKPORT     | NY |
|  | BAY SHORE     | NY |
|  | UTICA         | NY |
|  | HUNTINGTON    | NY |
|  | NEW YORK      | NY |



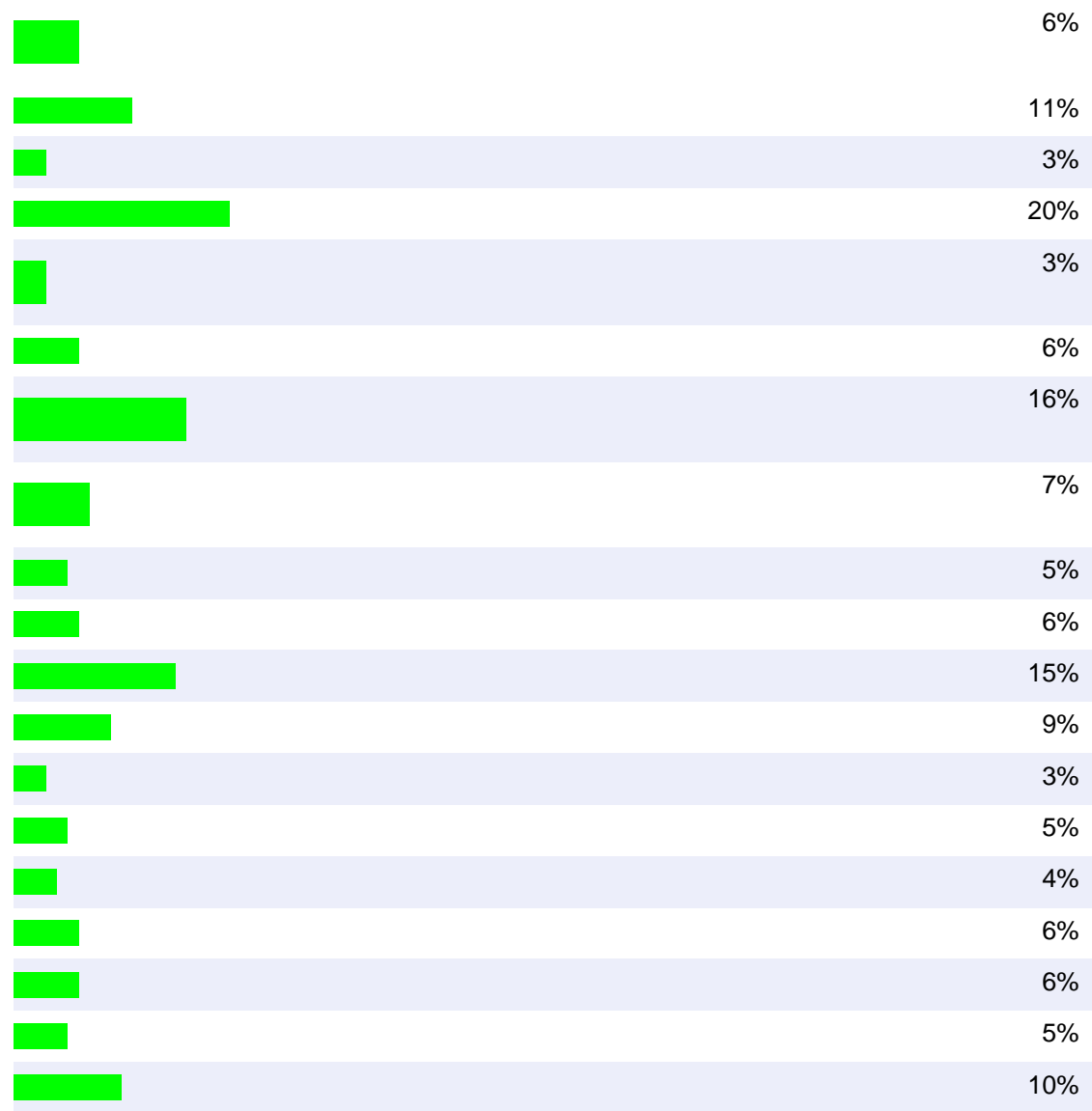
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|       |             |            |
|-------|-------------|------------|
| 14210 | ERIE        | 7168598620 |
| 10701 | WESTCHESTER | 9143787000 |
| 14569 | WYOMING     | 5857862233 |
| 10456 | BRONX       | 2125887000 |
| 13905 | BROOME      | 6077985111 |
| 12208 | ALBANY      | 5182623125 |
| 11418 | QUEENS      | 7182626000 |
| 11229 | KINGS       | 7186925302 |
| 12601 | DUTCHESS    | 8454548500 |
| 10029 | NEW YORK    | 2122417981 |
| 11554 | NASSAU      | 5165720123 |
| 10304 | RICHMOND    | 7188181234 |
| 14513 | WAYNE       | 3153322022 |
| 13815 | CHENANGO    | 6073354111 |
| 14420 | MONROE      | 5856373131 |
| 11706 | SUFFOLK     | 6319683000 |
| 13503 | ONEIDA      | 3157986000 |
| 11743 | SUFFOLK     | 6313512000 |
| 10025 | NEW YORK    | 2125234000 |

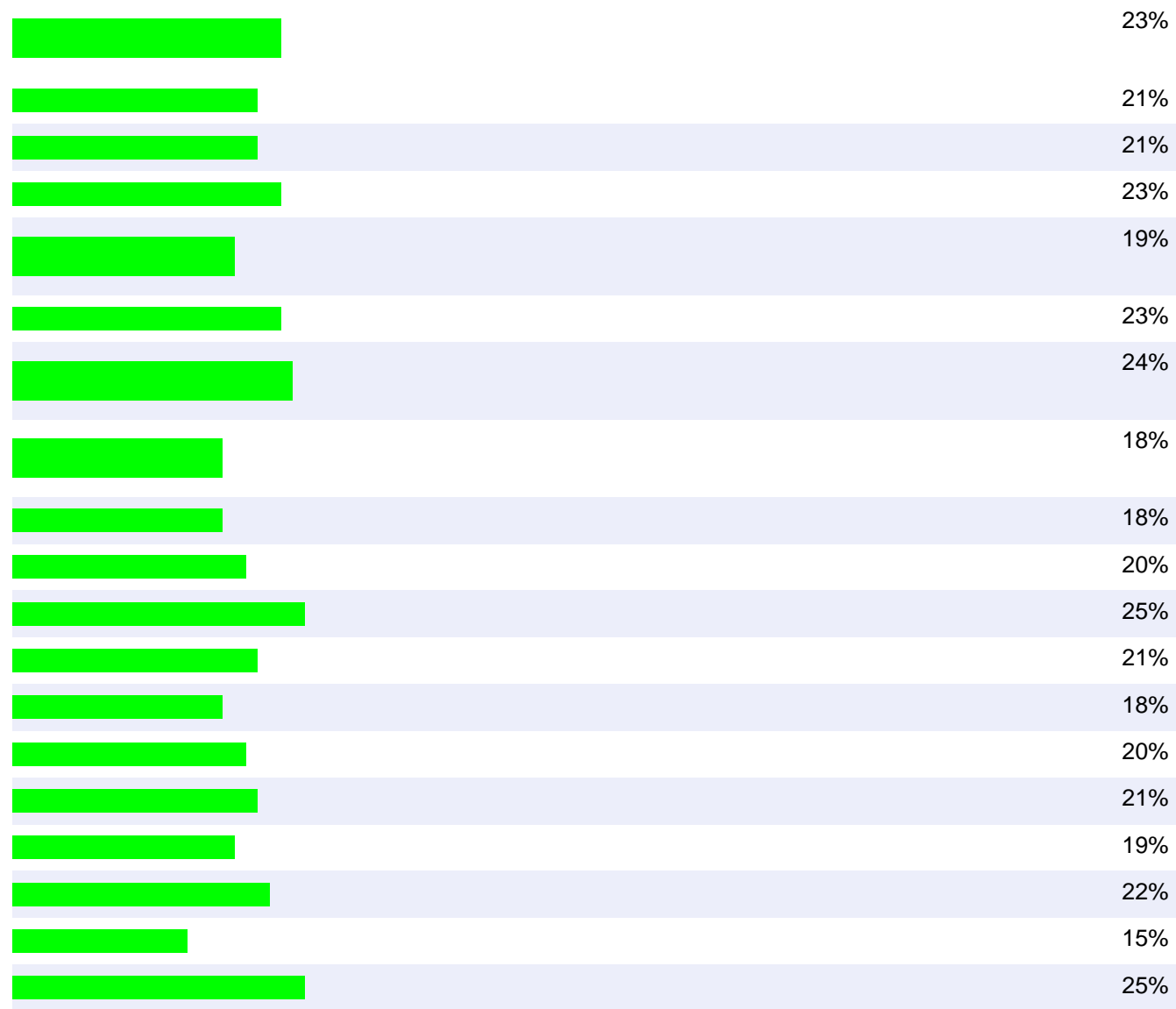
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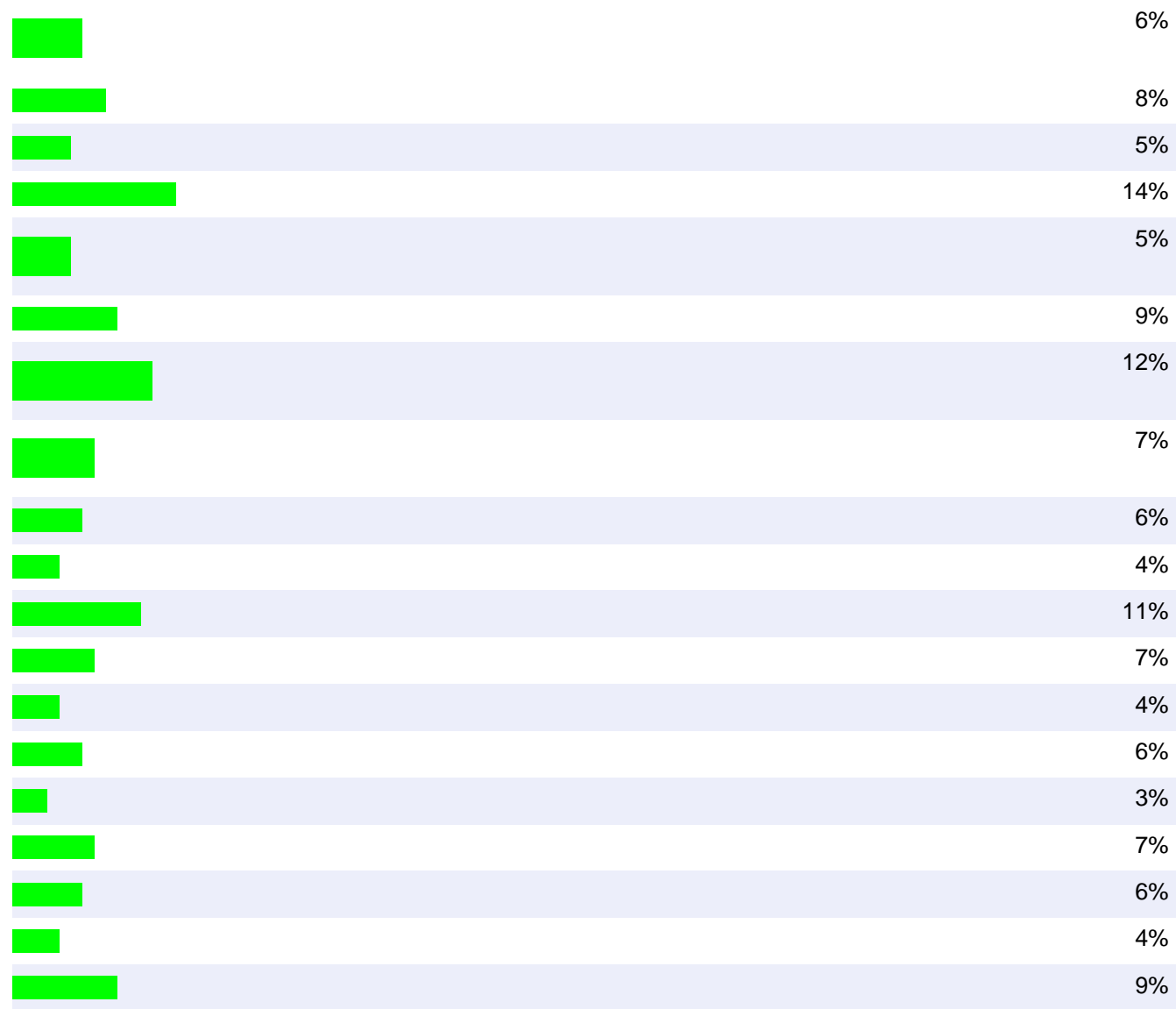
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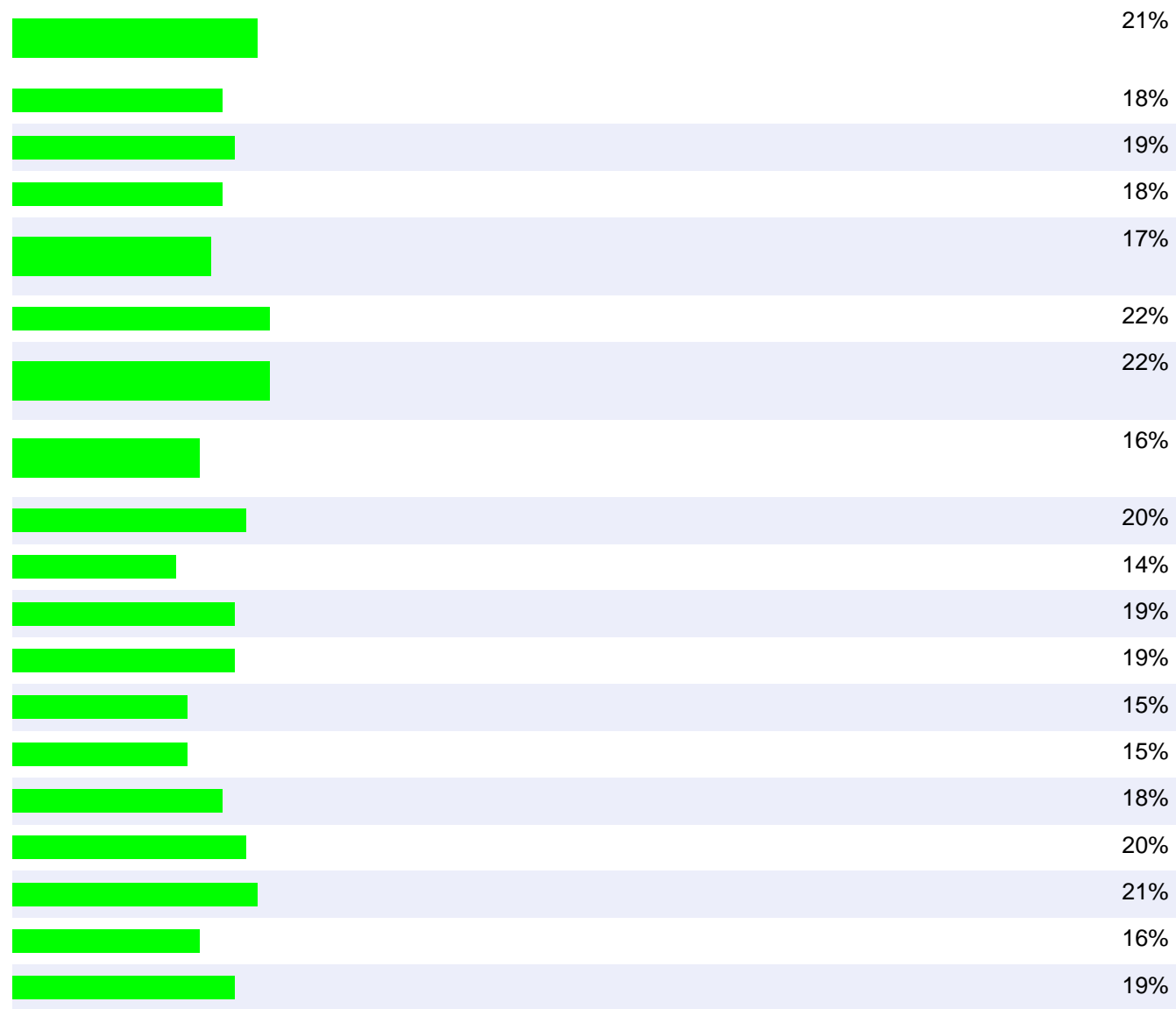
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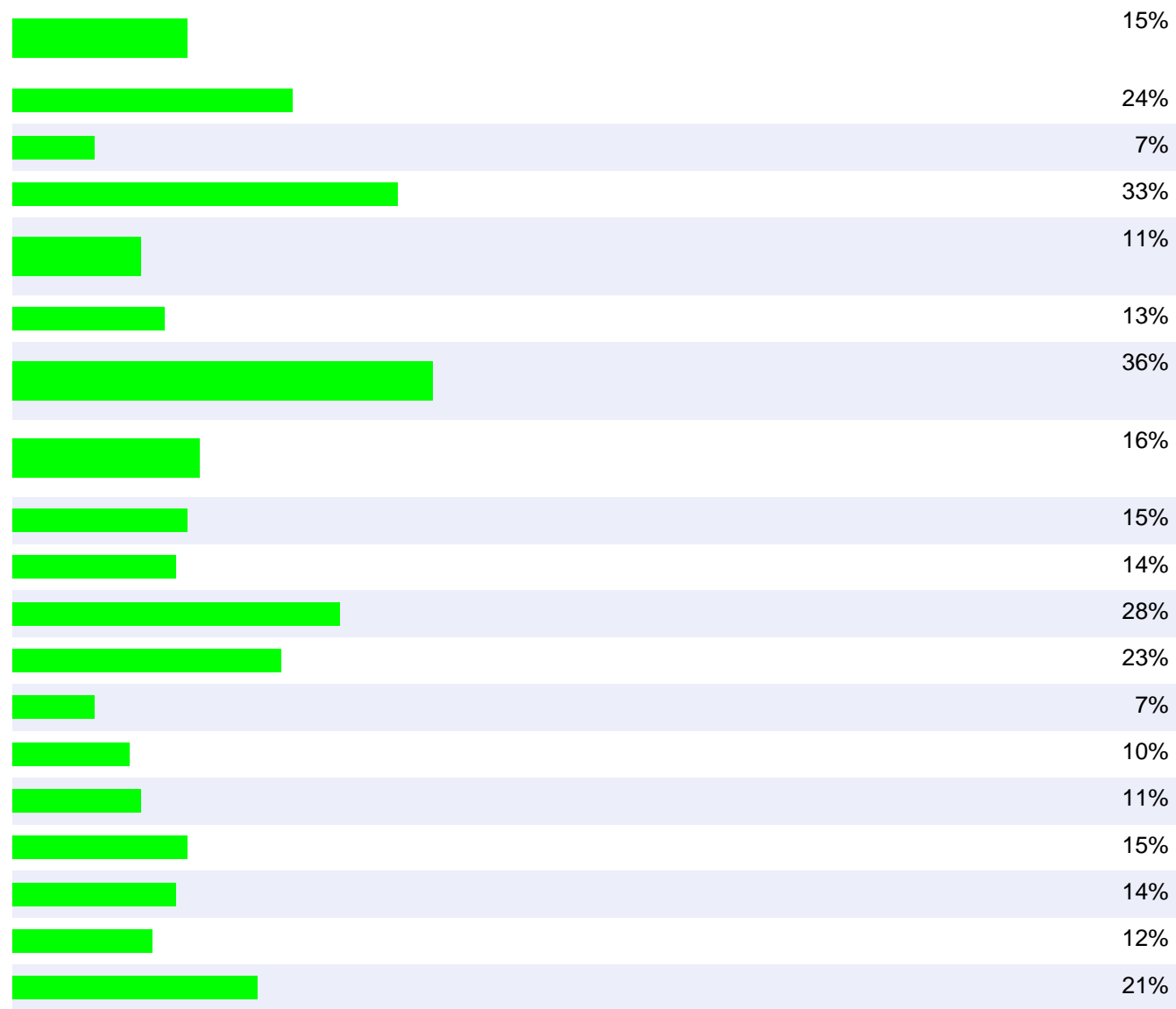
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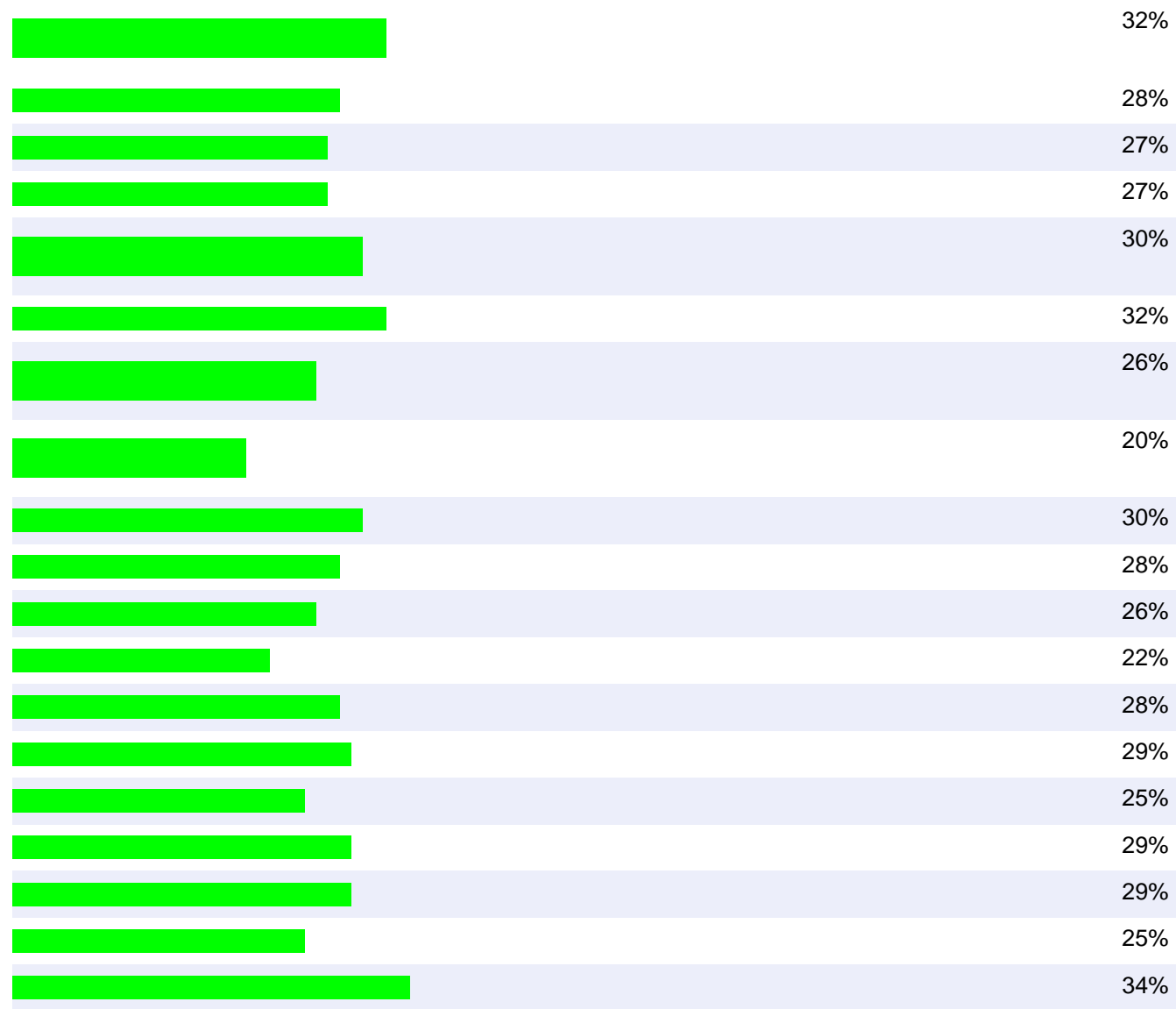
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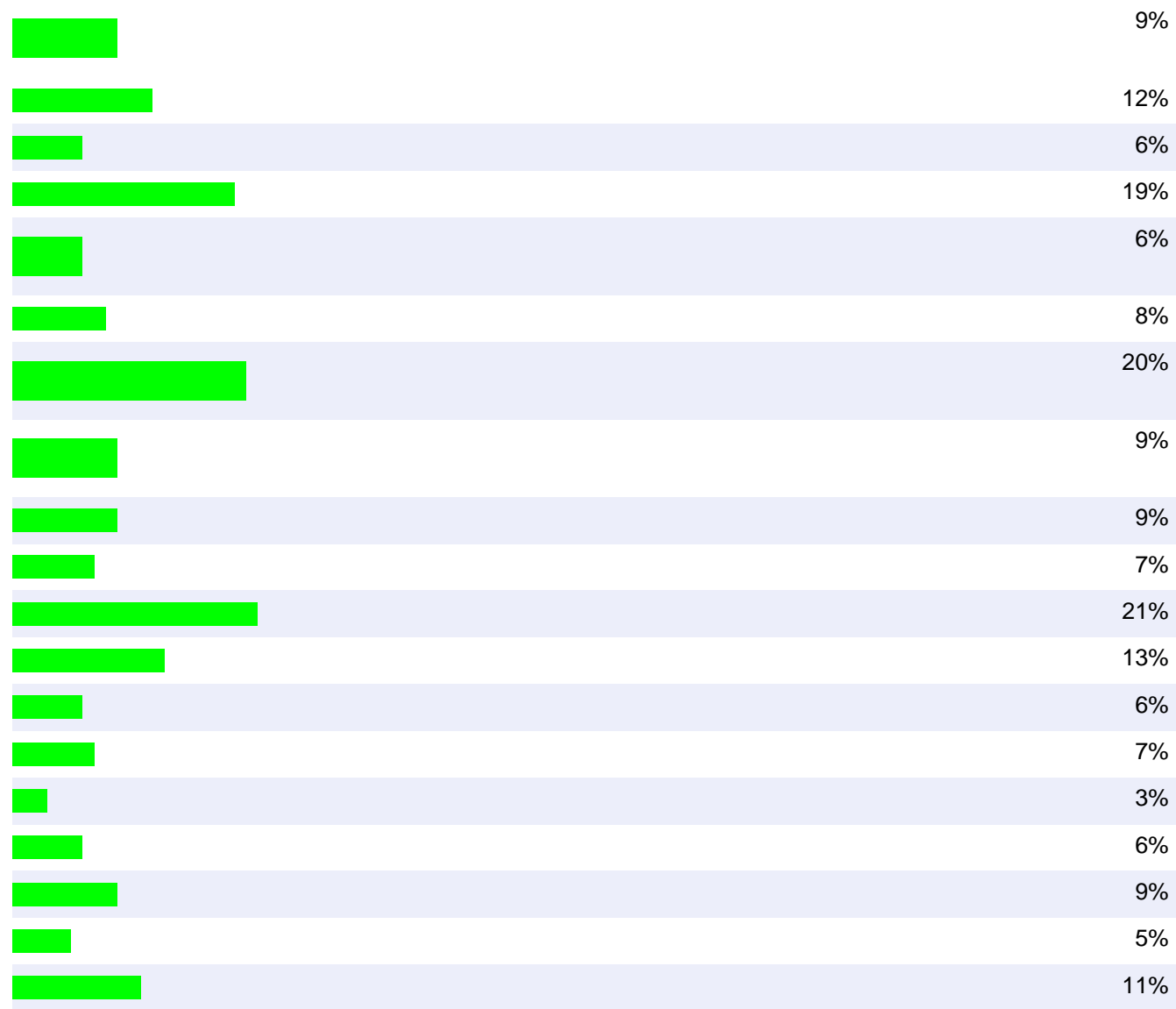
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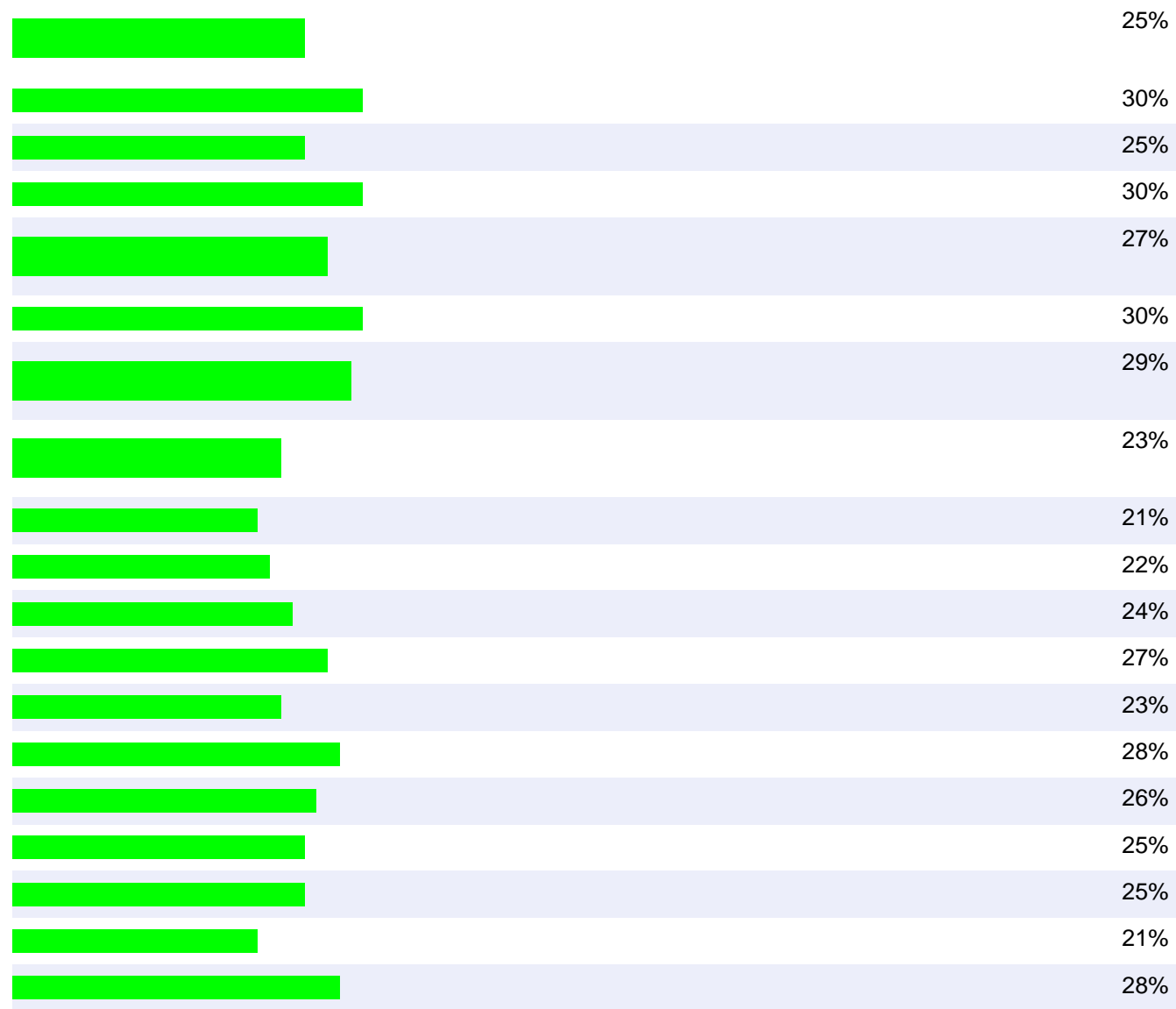
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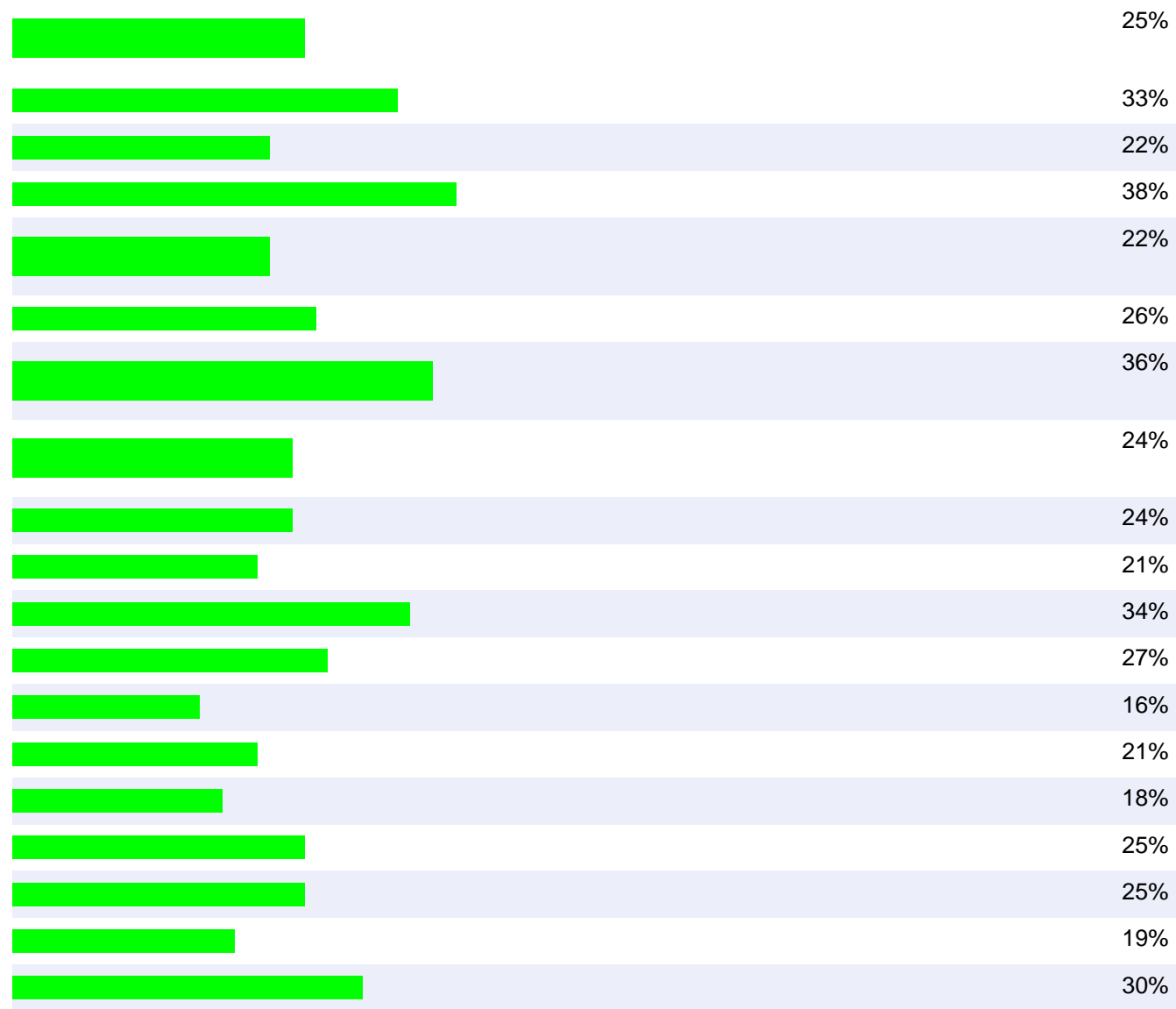
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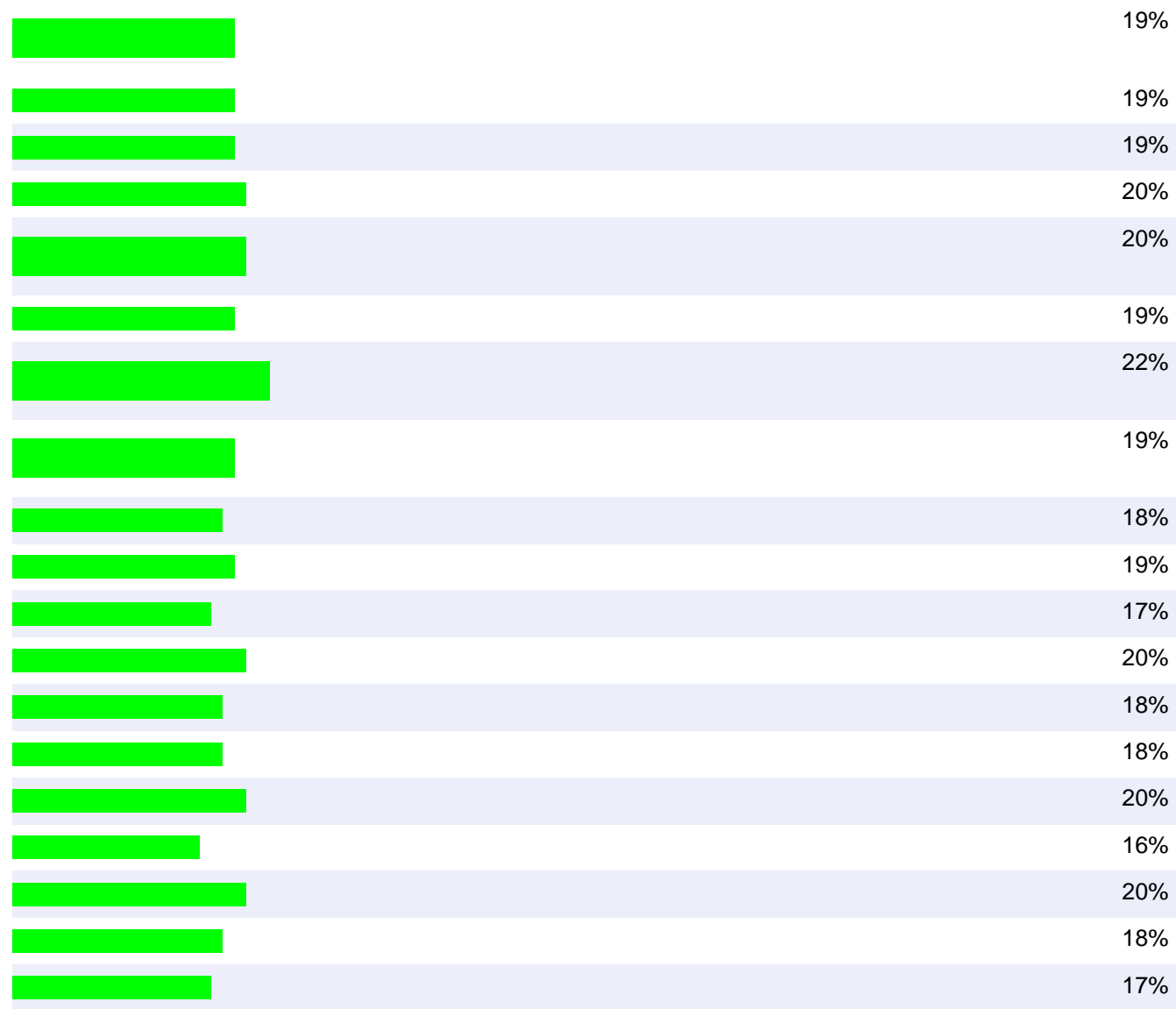
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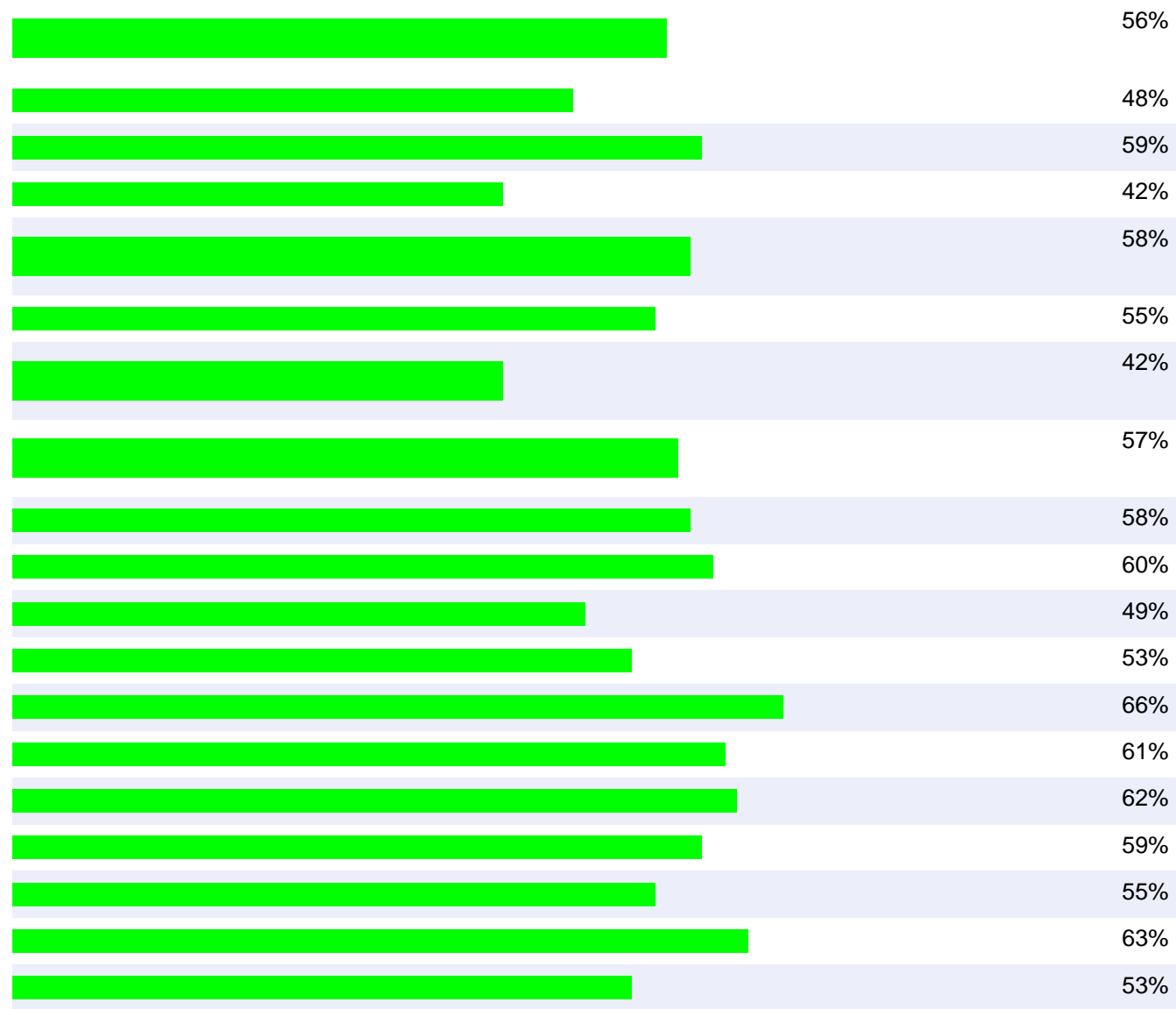
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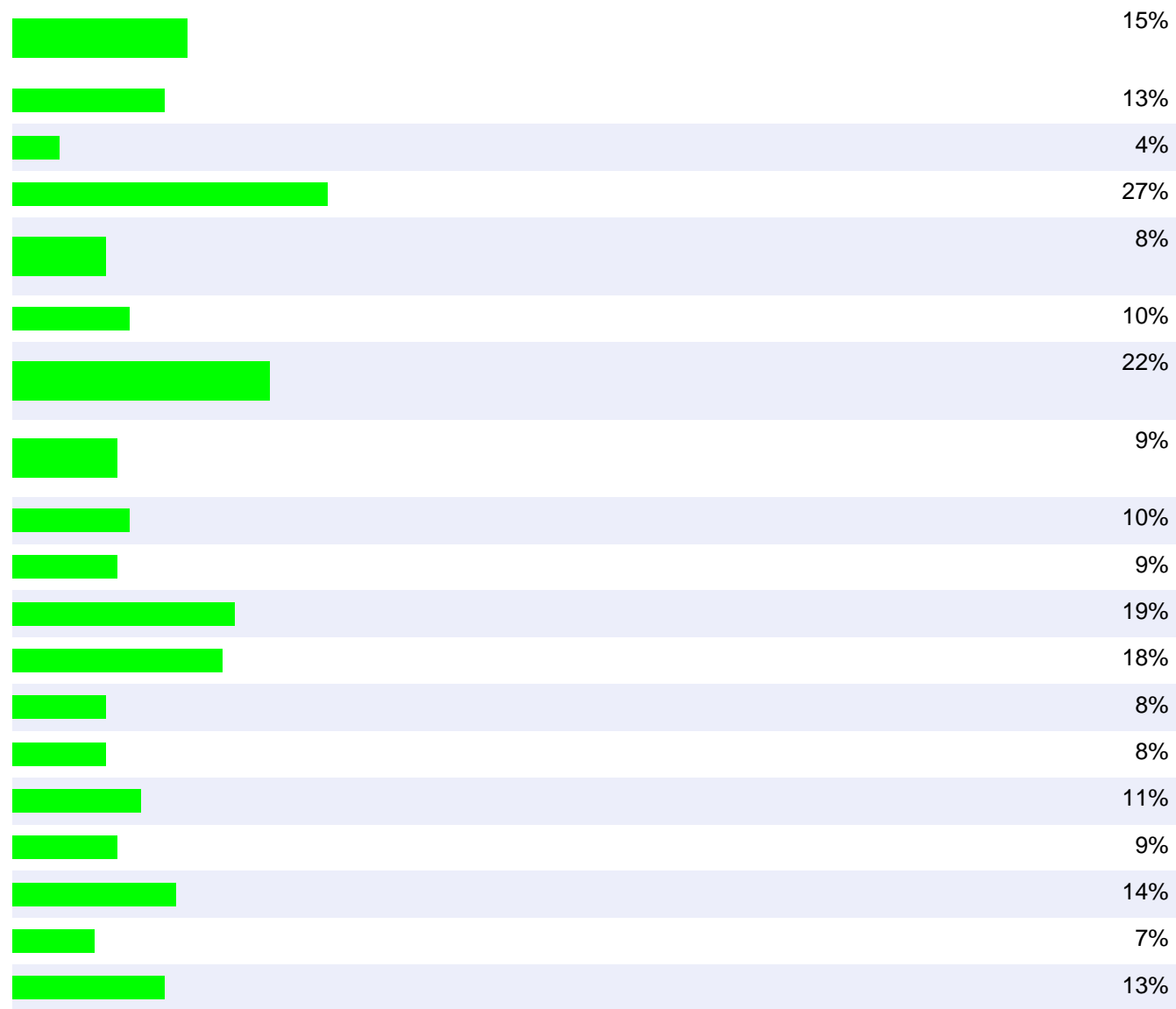
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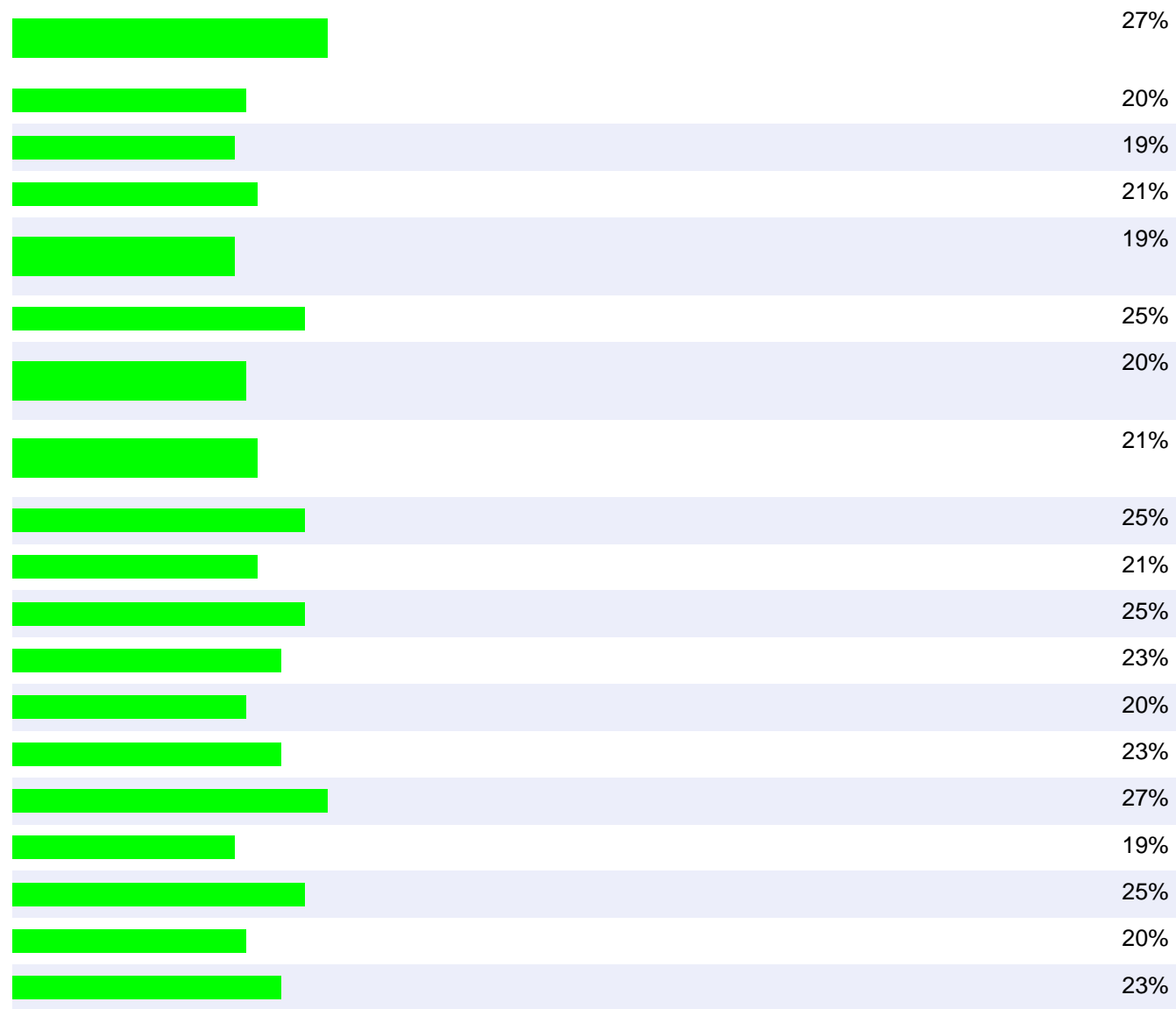
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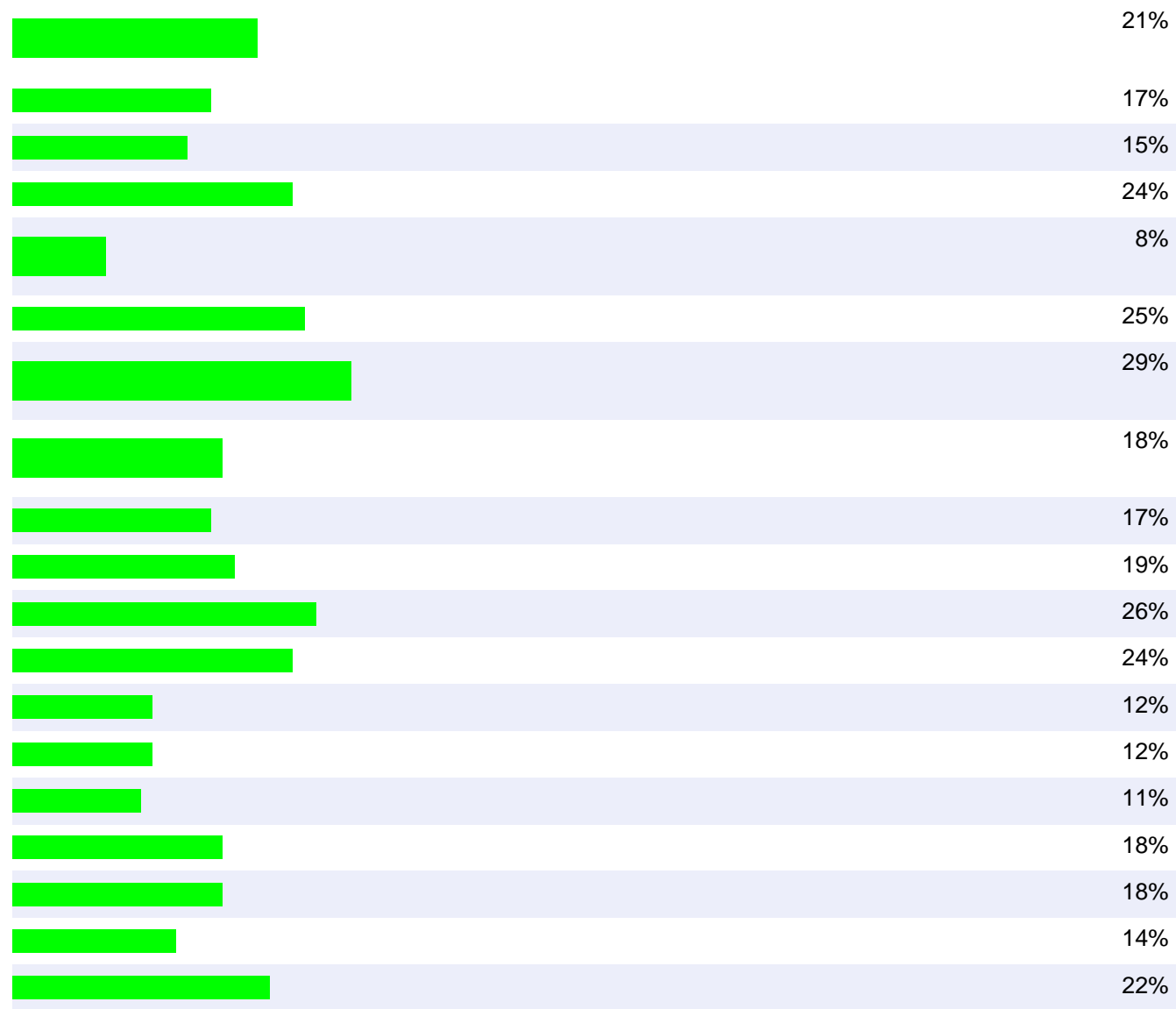
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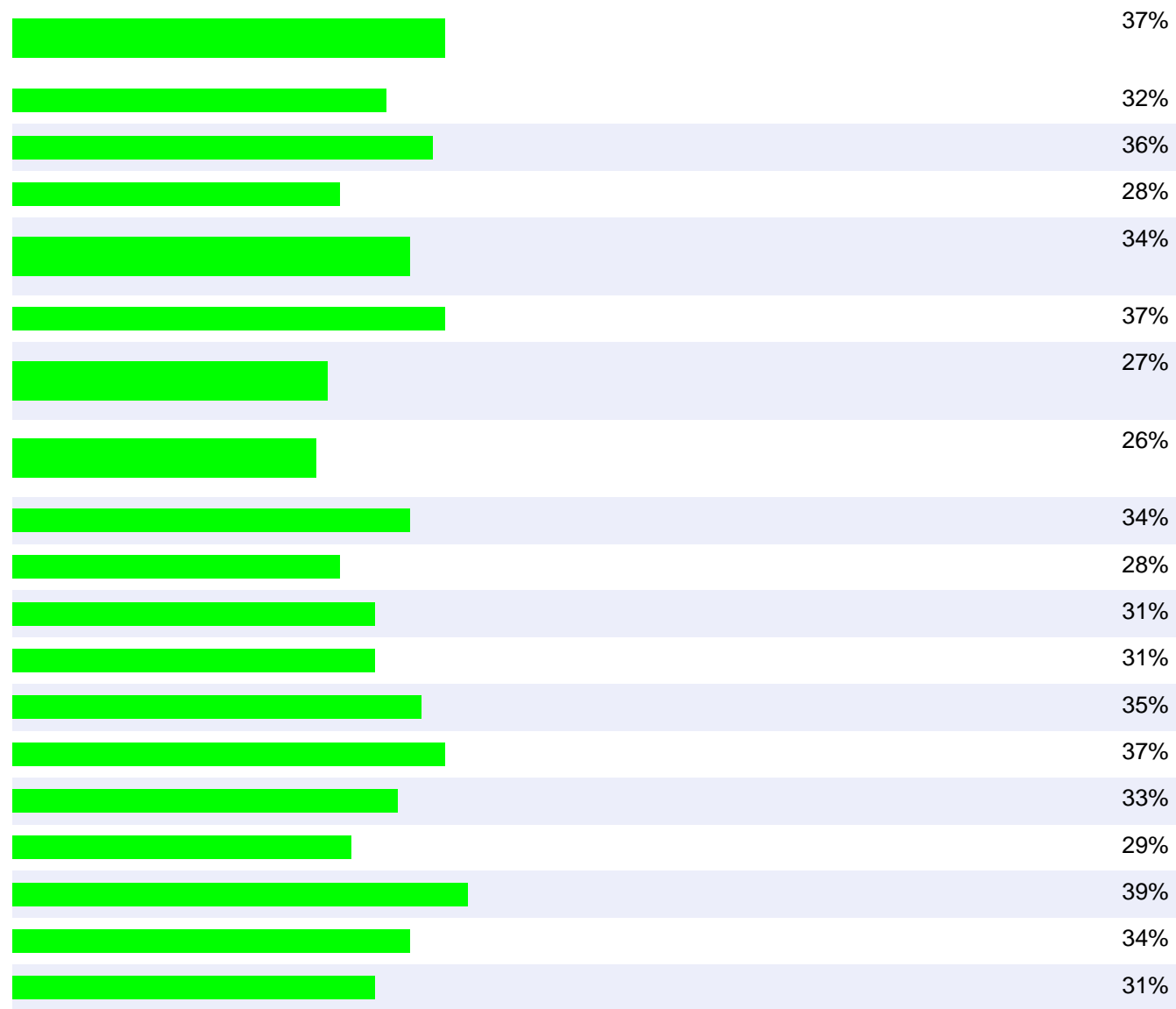
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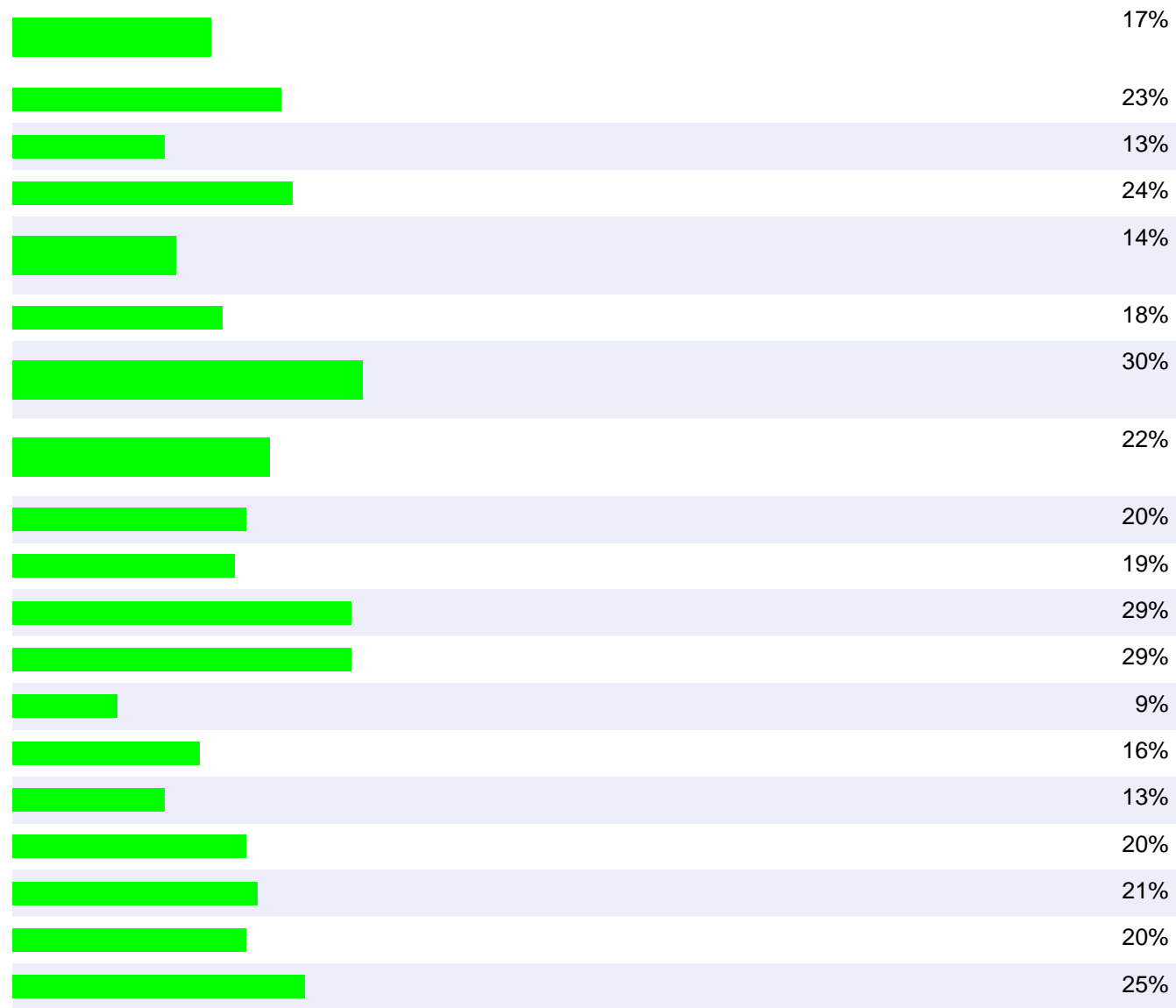
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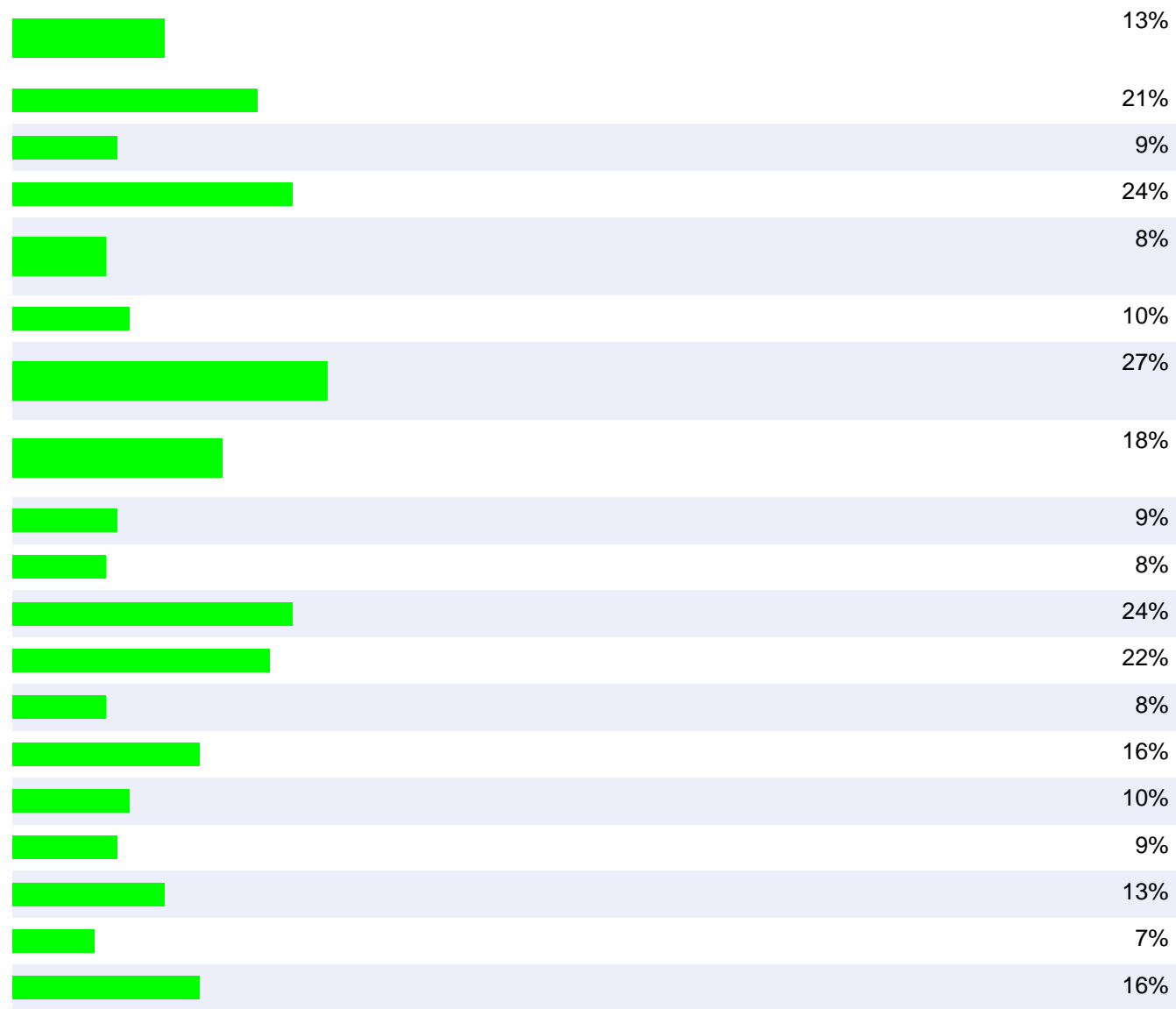
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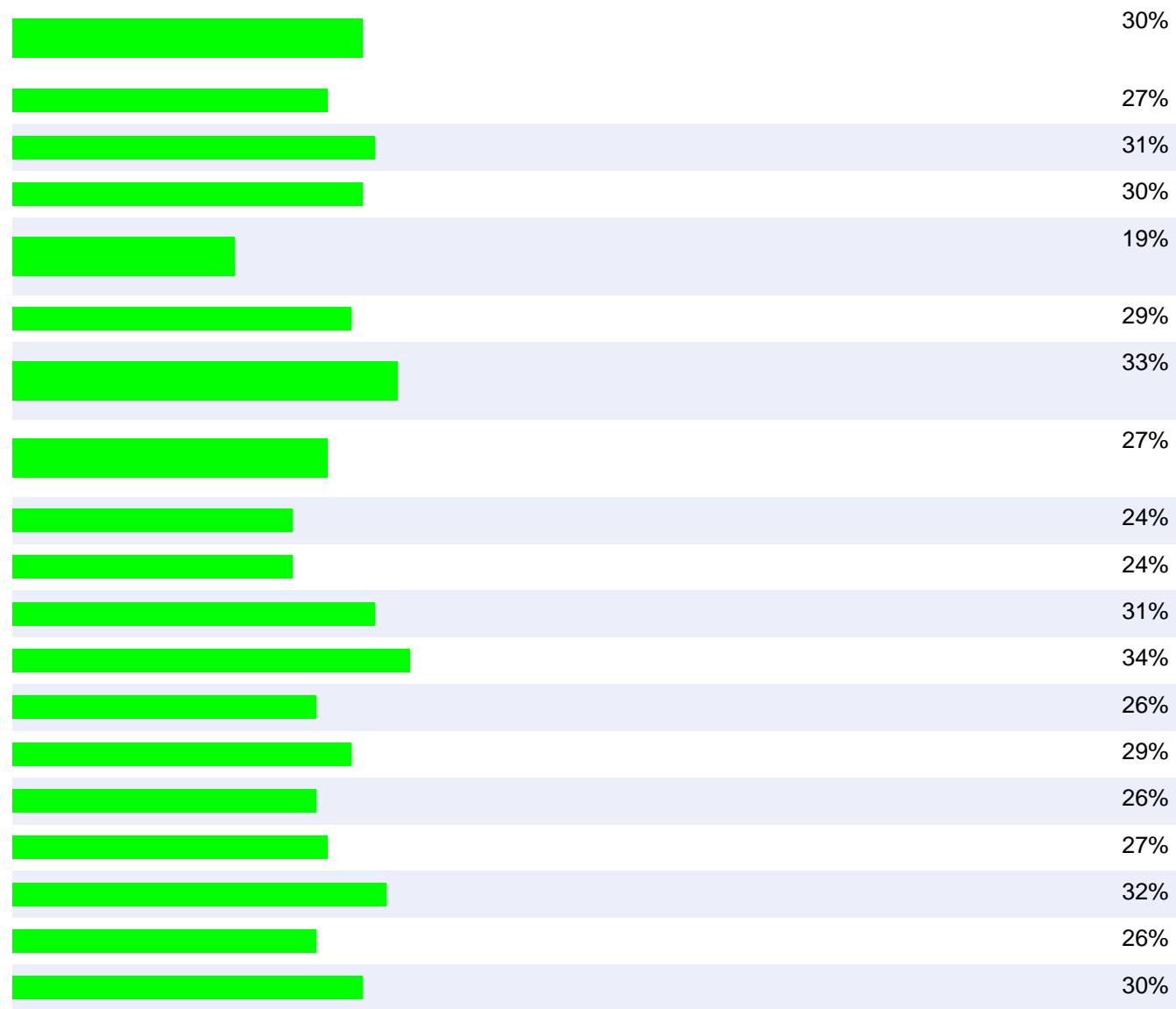
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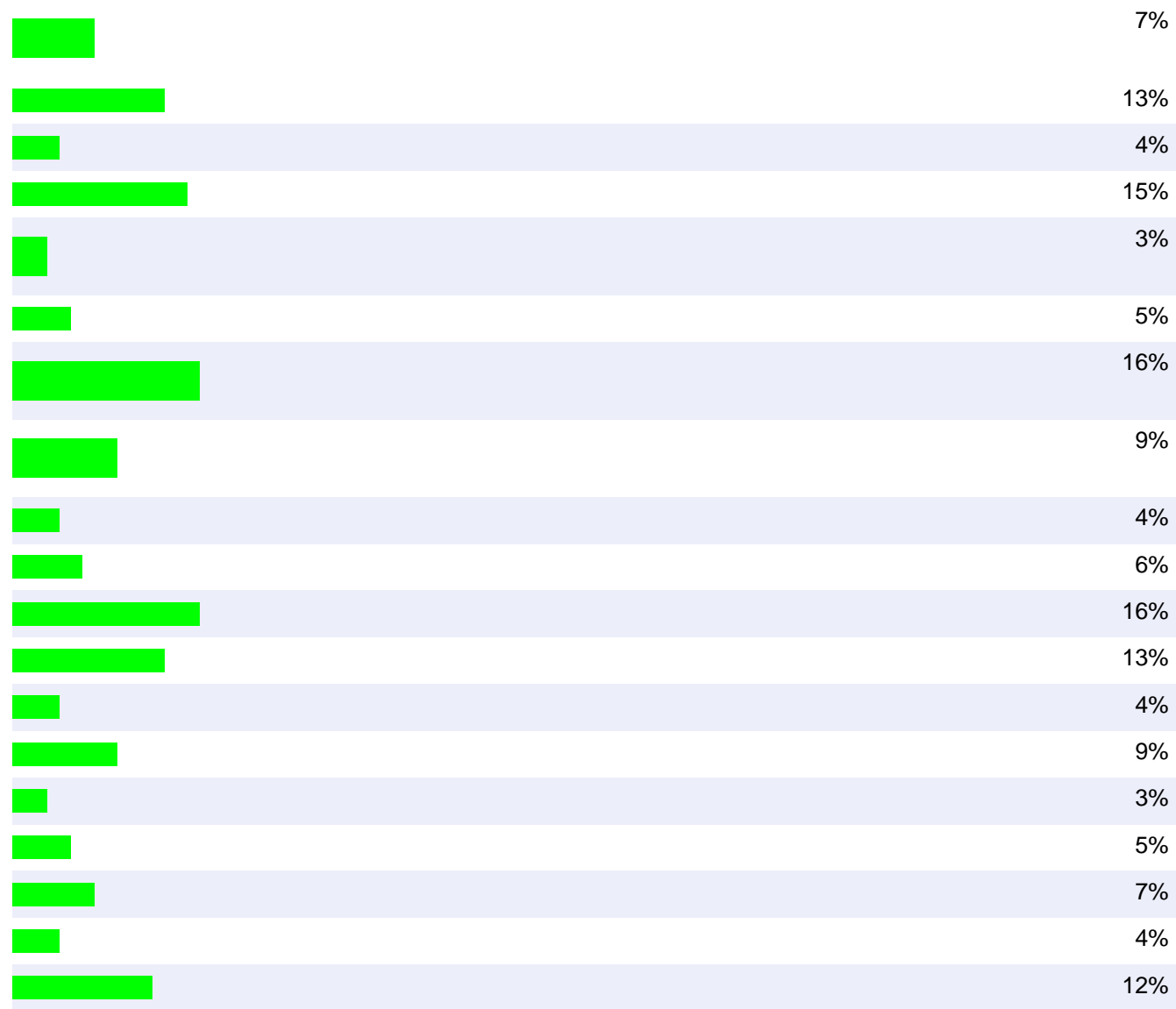
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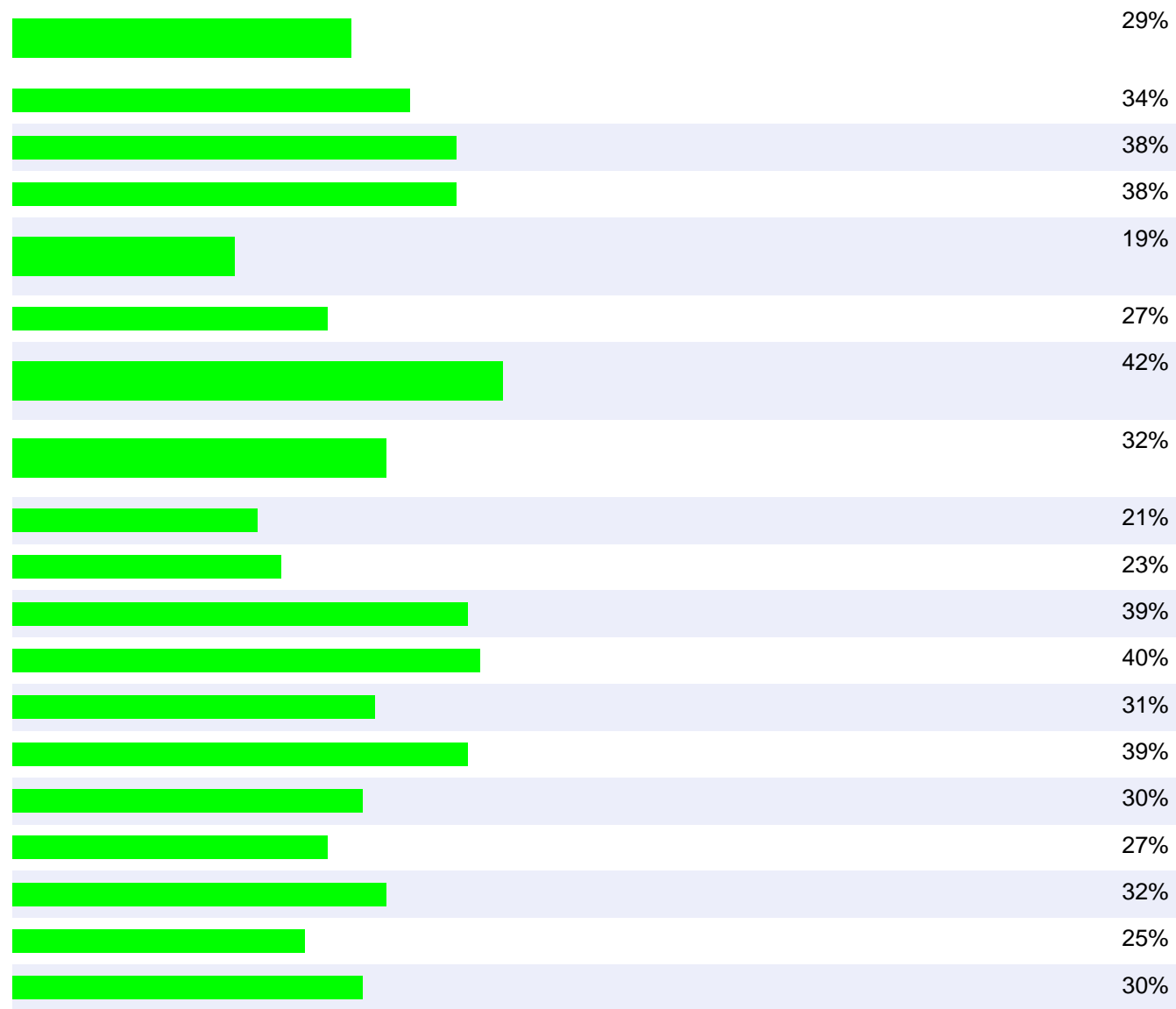
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300 or more

Between 100 and 299

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

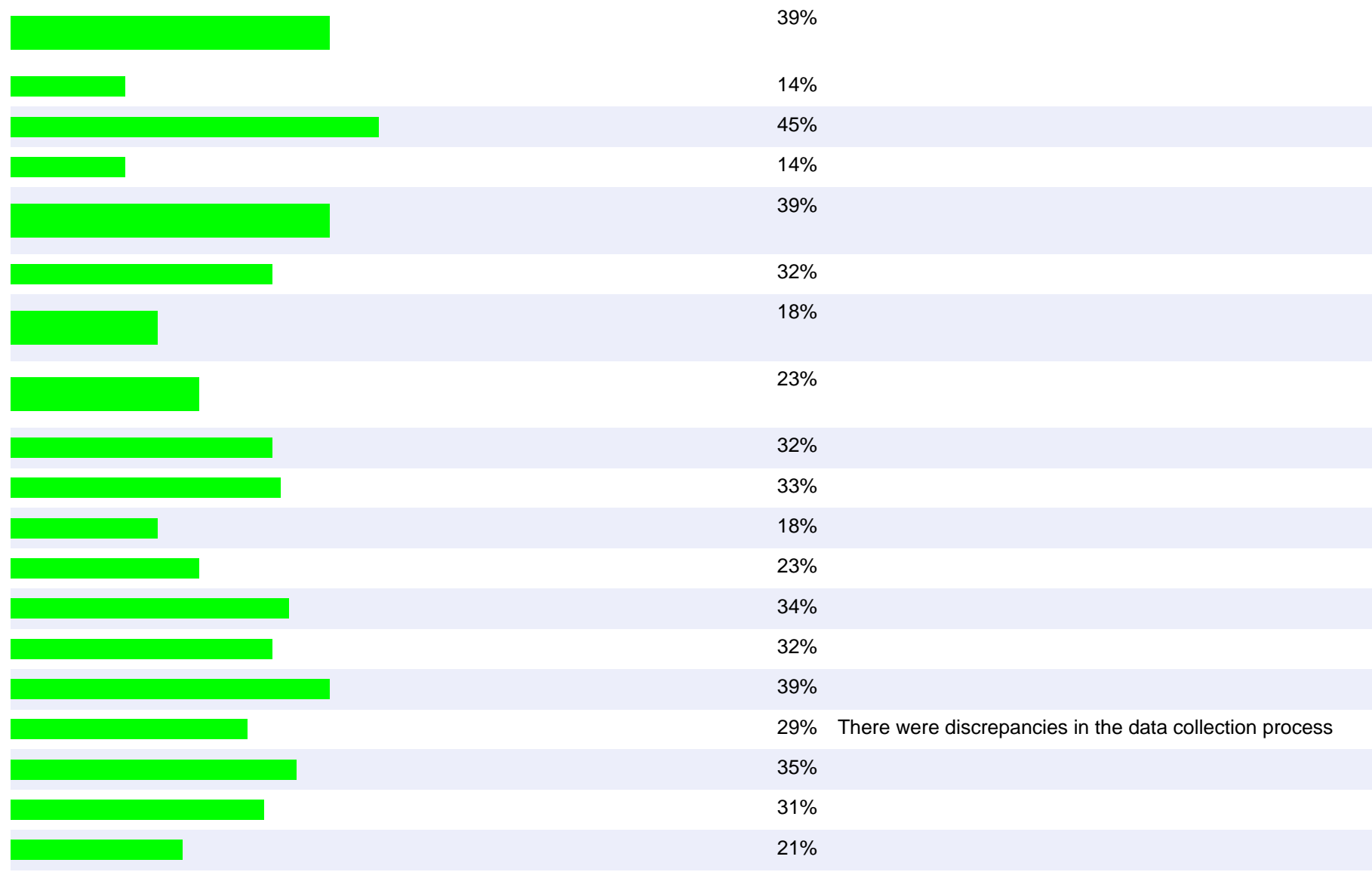
300 or more

300 or more

300 or more

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|        |   |                             |
|--------|---|-----------------------------|
| 330047 | ST MARY'S HOSPITAL AT AMSTERDAM             | 427 GUY PARK AVENUE         |
| 330049 | NORTHERN DUTCHESS HOSPITAL                  | 6511 SPRINGBROOK AVENUE     |
| 330053 | MEDINA MEMORIAL HOSPITAL                    | 200 OHIO STREET             |
| 330055 | NEW YORK HOSPITAL MEDICAL CENTER OF QUEENS  | 56-45 MAIN STREET           |
| 330056 | BROOKLYN HOSPITAL CENTER AT DOWNTOWN CAMPUS | 121 DEKALB AVENUE           |
| 330057 | ST PETER'S HOSPITAL                         | 315 SOUTH MANNING BOULEVARD |
| 330058 | GENEVA GENERAL HOSPITAL                     | 196 -198 NORTH STREET       |
| 330059 | MONTEFIORE MEDICAL CENTER                   | 111 EAST 210TH STREET       |
| 330061 | LAWRENCE HOSPITAL CENTER                    | 55 PALMER AVENUE            |
| 330064 | NEW YORK DOWNTOWN HOSPITAL                  | 170 WILLIAM STREET          |
| 330065 | NIAGARA FALLS MEMORIAL MEDICAL CENTER       | 621 TENTH STREET            |
| 330067 | ST FRANCIS HOSPITAL                         | 241 NORTH ROAD              |
| 330073 | UNITED MEMORIAL MEDICAL CENTER              | 127 NORTH STREET            |
| 330074 | F F THOMPSON HOSPITAL                       | 350 PARRISH STREET          |
| 330078 | SISTERS OF CHARITY HOSPITAL                 | 2157 MAIN STREET            |
| 330079 | ADIRONDACK MEDICAL CENTER                   | 2233 STATE ROUTE 86         |
| 330080 | LINCOLN MEDICAL & MENTAL HEALTH CENTER      | 234 EAST 149TH STREET       |
| 330084 | ALICE HYDE MEDICAL CENTER                   | 133 PARK STREET             |

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|  |               |    |
|--|---------------|----|
|  | AMSTERDAM     | NY |
|  | RHINEBECK     | NY |
|  | MEDINA        | NY |
|  | FLUSHING      | NY |
|  | BROOKLYN      | NY |
|  | ALBANY        | NY |
|  | GENEVA        | NY |
|  | BRONX         | NY |
|  | BRONXVILLE    | NY |
|  | NEW YORK      | NY |
|  | NIAGARA FALLS | NY |
|  | POUGHKEEPSIE  | NY |
|  | BATAVIA       | NY |
|  | CANANDAIGUA   | NY |
|  | BUFFALO       | NY |
|  | SARANAC LAKE  | NY |
|  | BRONX         | NY |
|  | MALONE        | NY |

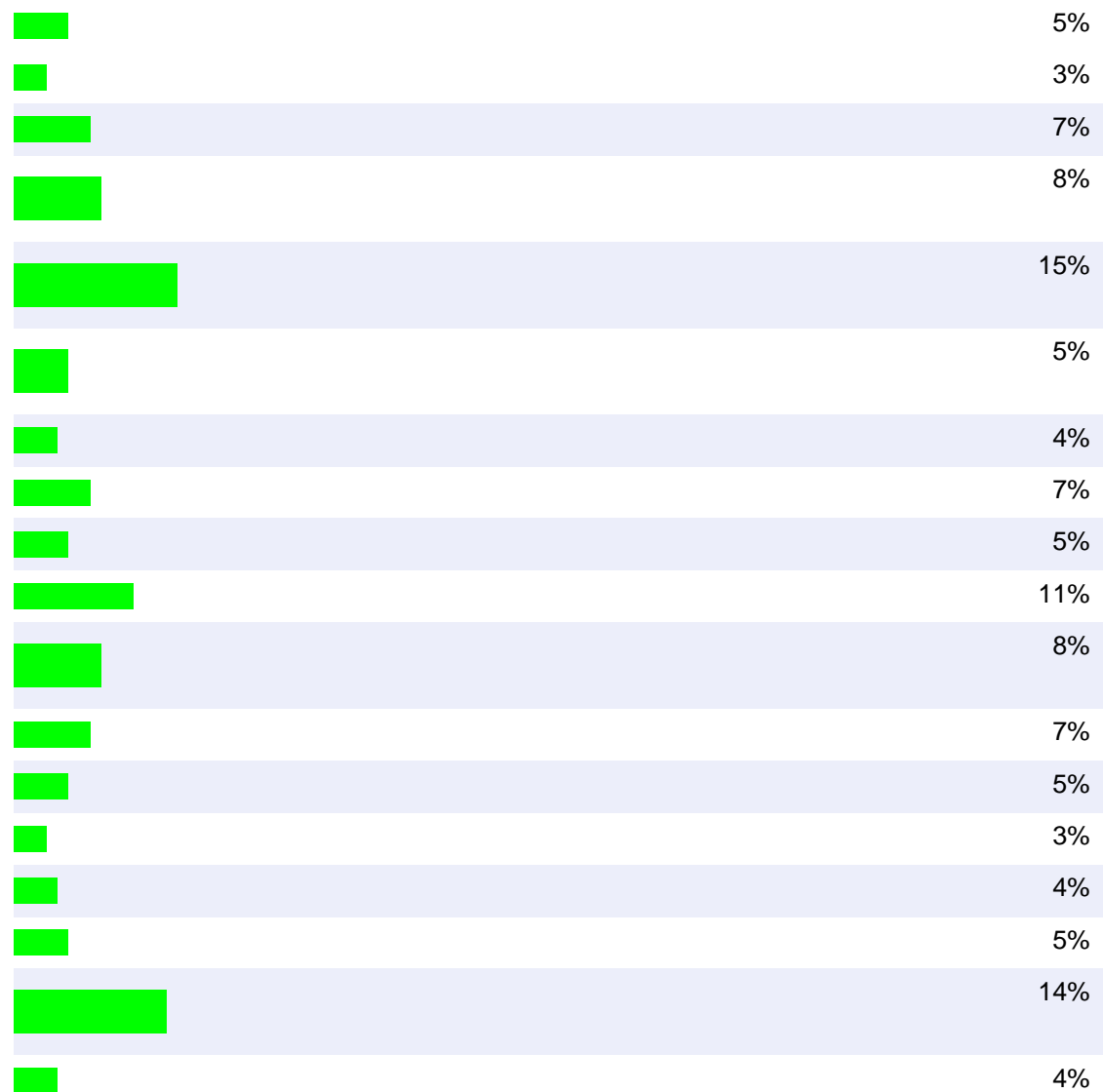
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|       |             |            |
|-------|-------------|------------|
| 12010 | MONTGOMERY  | 5188421900 |
| 12572 | DUTCHESS    | 8458713391 |
| 14103 | ORLEANS     | 5857988111 |
| 11355 | QUEENS      | 7186701231 |
| 11201 | KINGS       | 7182508000 |
| 12208 | ALBANY      | 5185251550 |
| 14456 | ONTARIO     | 3157874175 |
| 10467 | BRONX       | 7189204321 |
| 10708 | WESTCHESTER | 9147871000 |
| 10038 | NEW YORK    | 2123125000 |
| 14302 | NIAGARA     | 7162784000 |
| 12601 | DUTCHESS    | 8454835000 |
| 14020 | GENESEE     | 5853436030 |
| 14424 | ONTARIO     | 5853966000 |
| 14214 | ERIE        | 7168621000 |
| 12983 | FRANKLIN    | 5188914141 |
| 10451 | BRONX       | 7185795000 |
| 12953 | FRANKLIN    | 5184833000 |

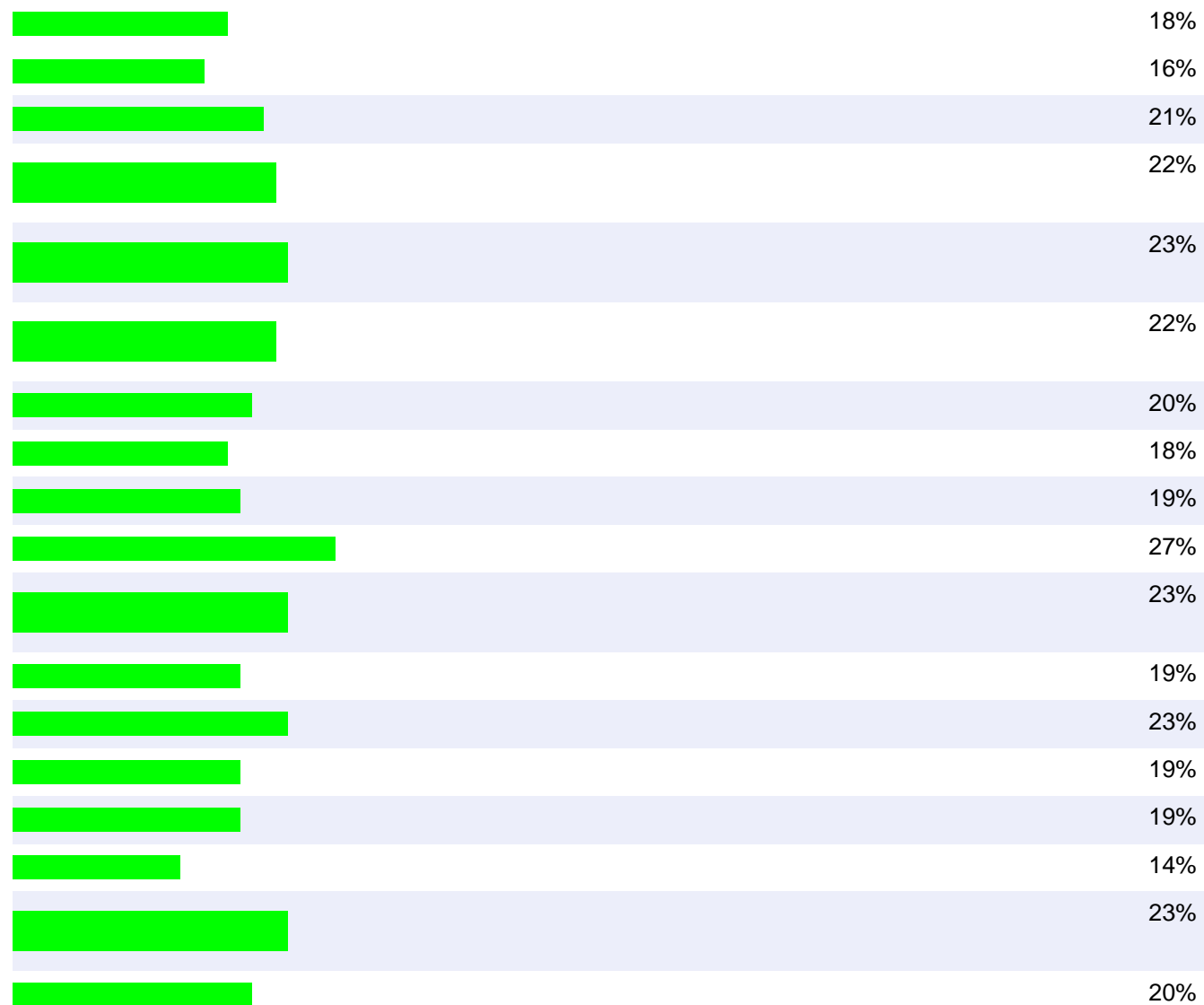
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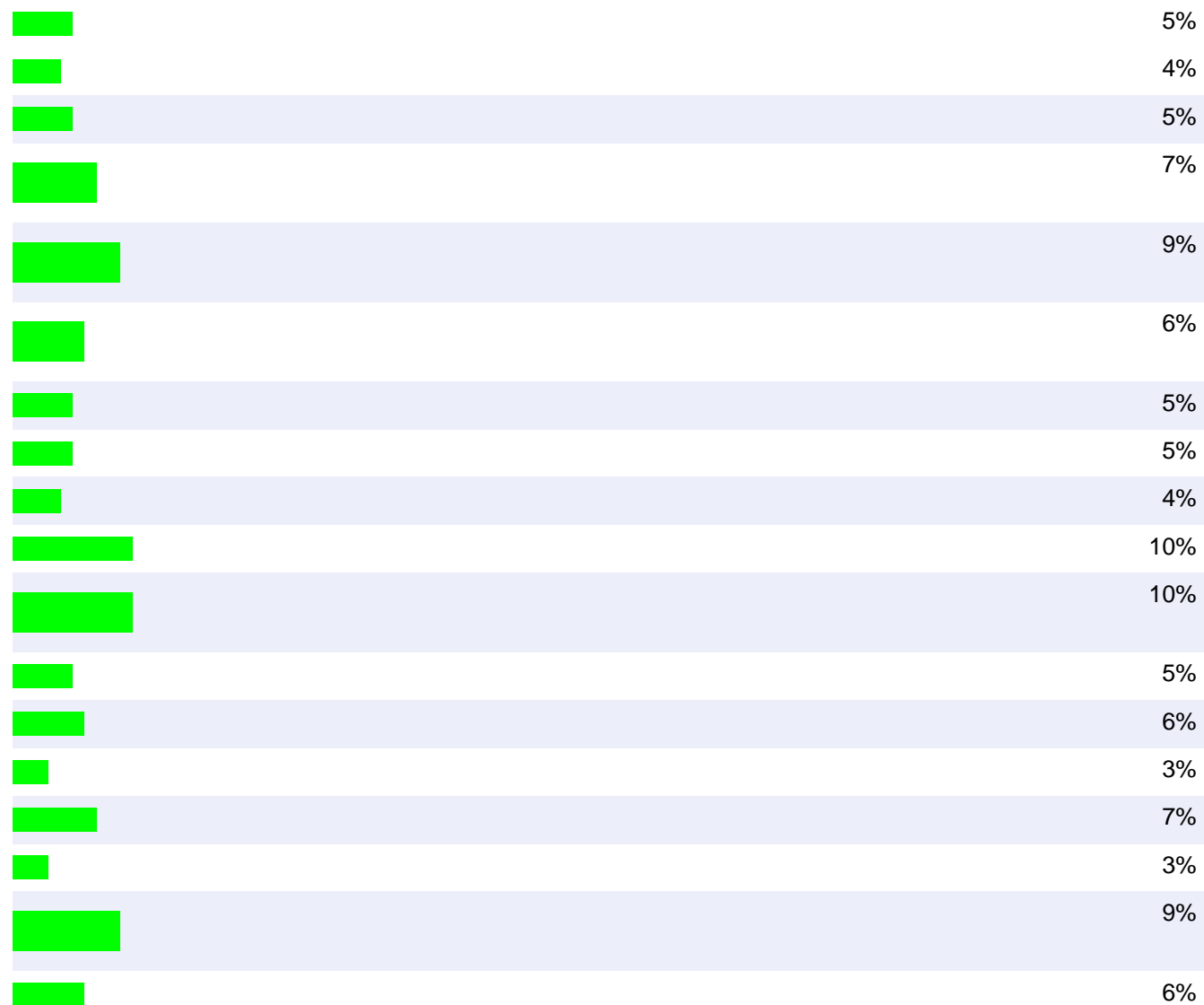
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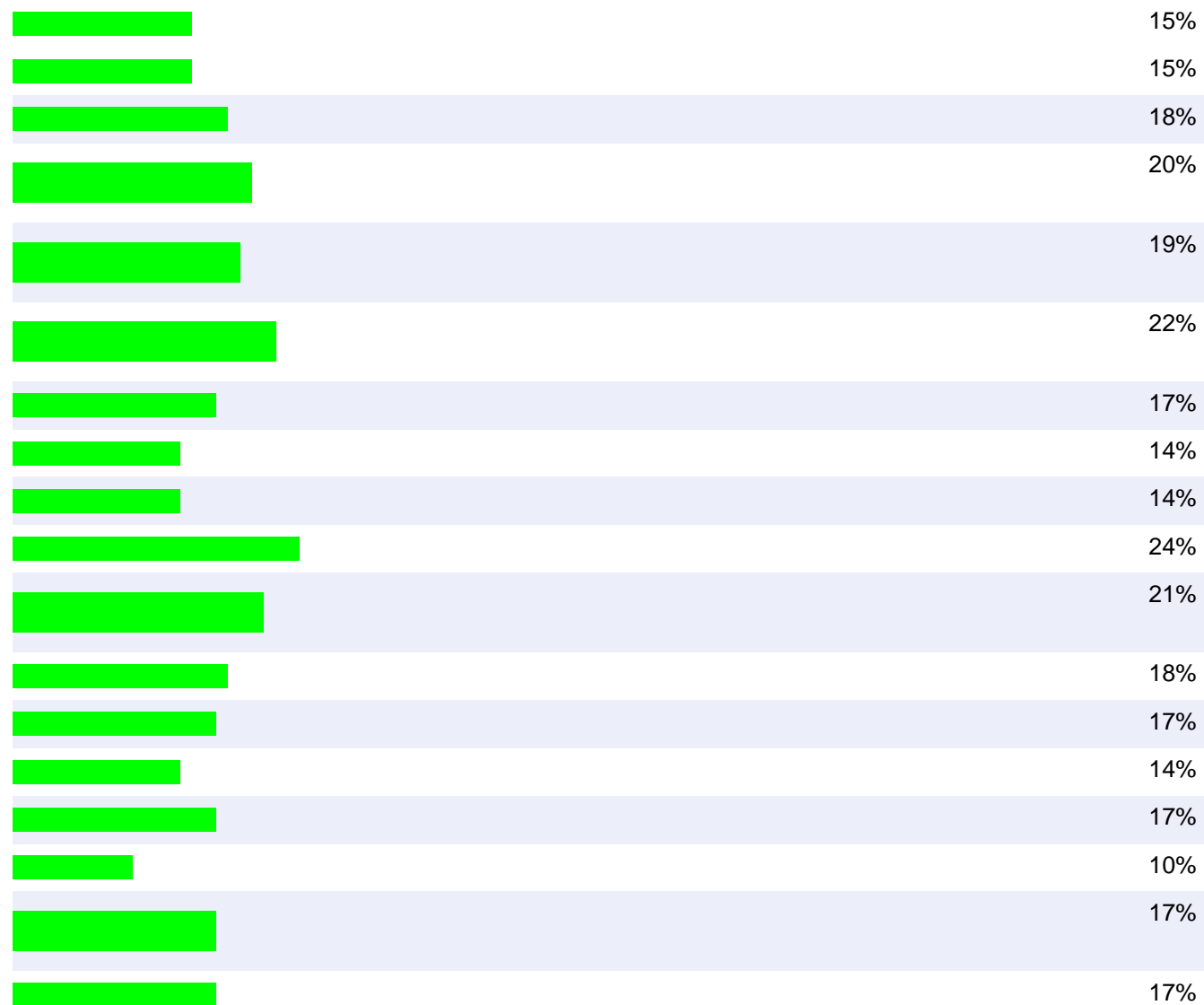
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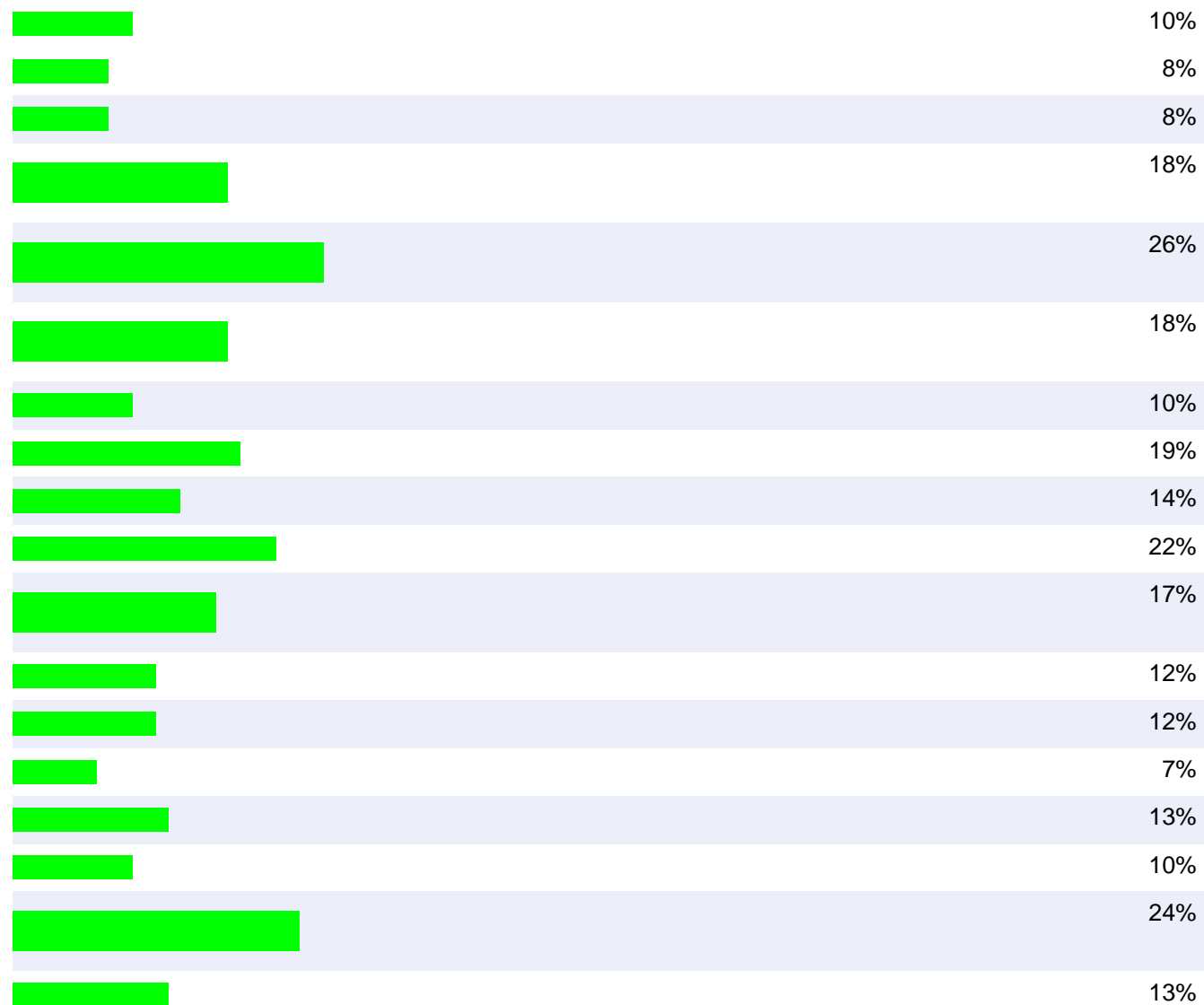
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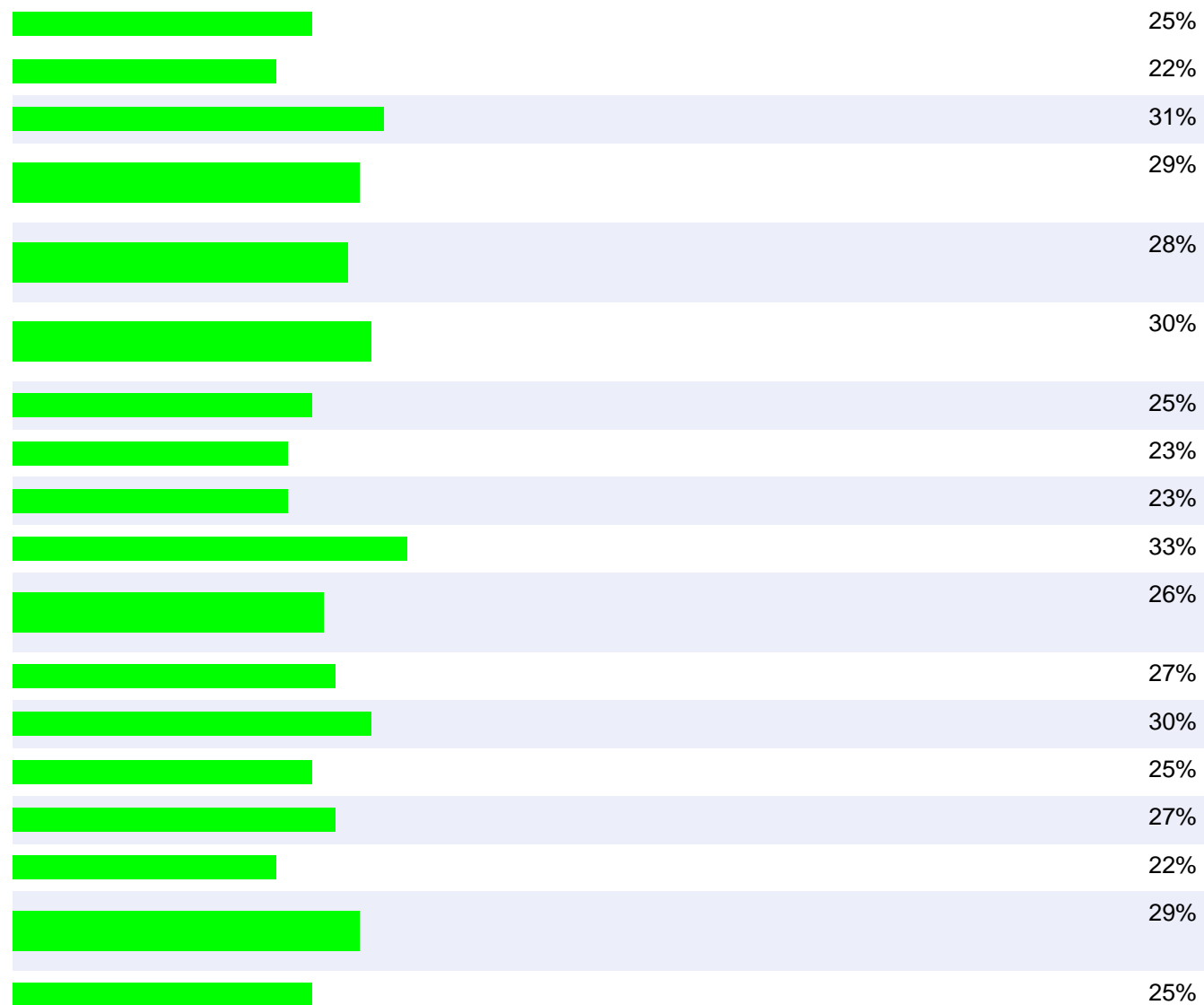
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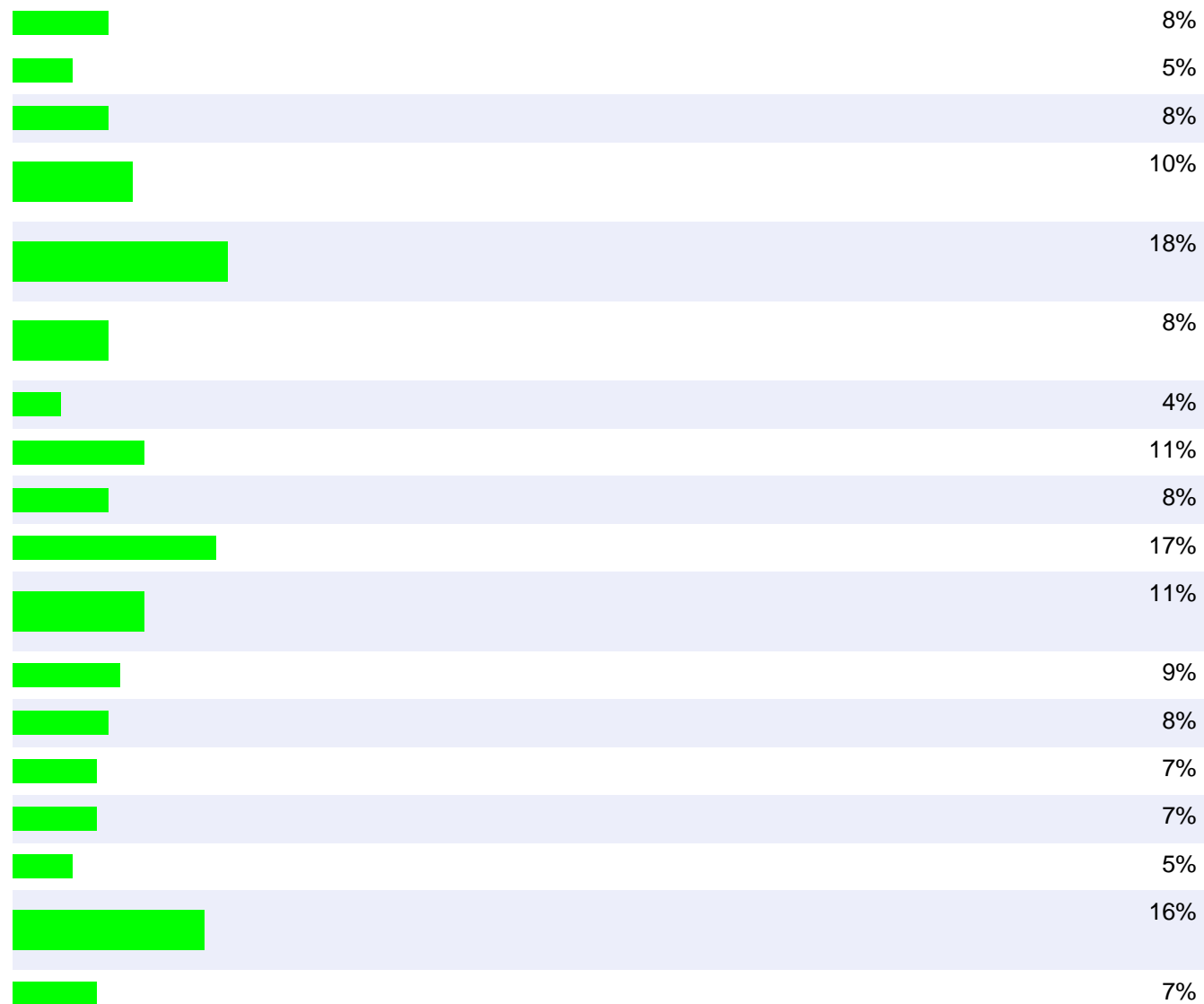
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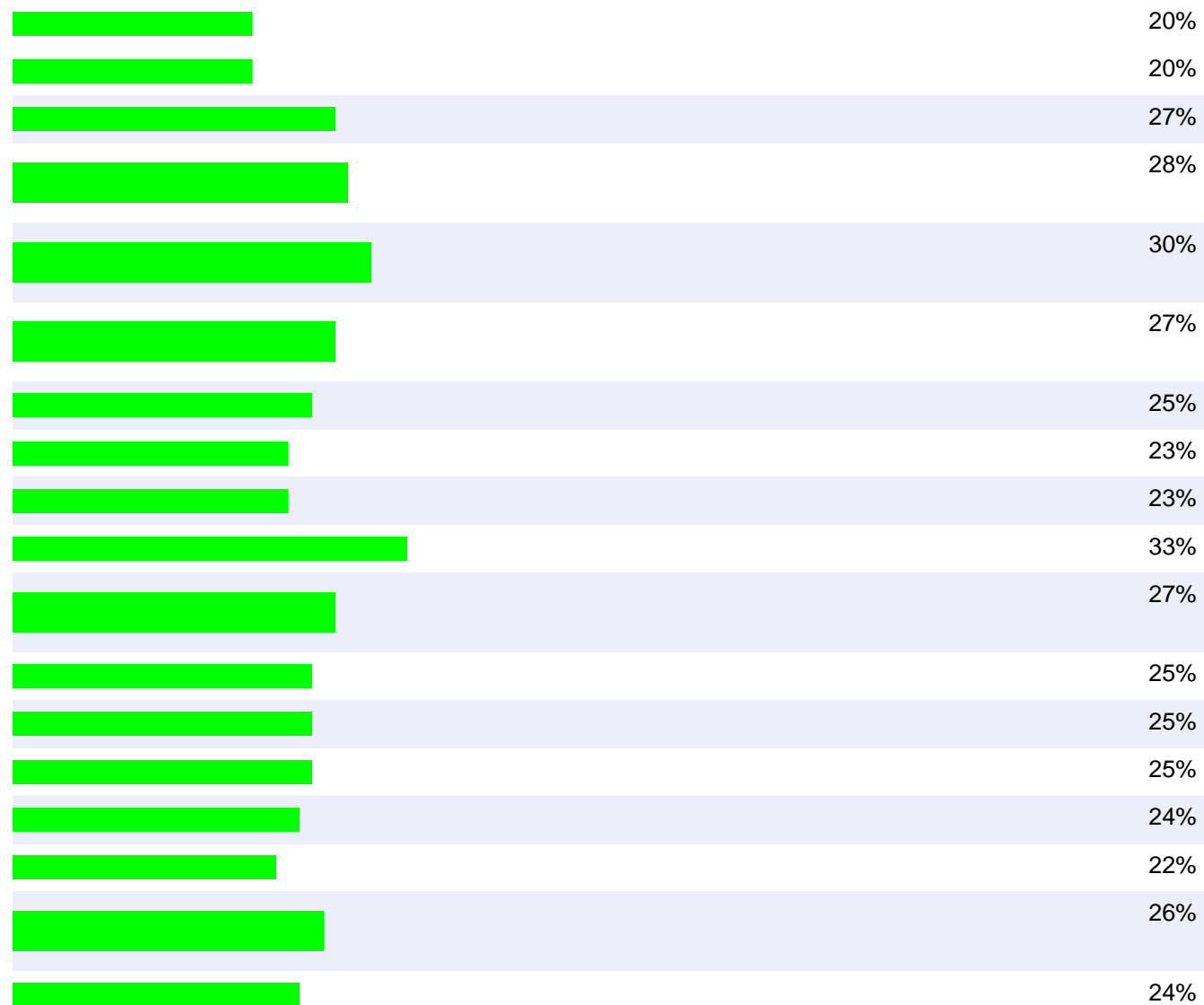
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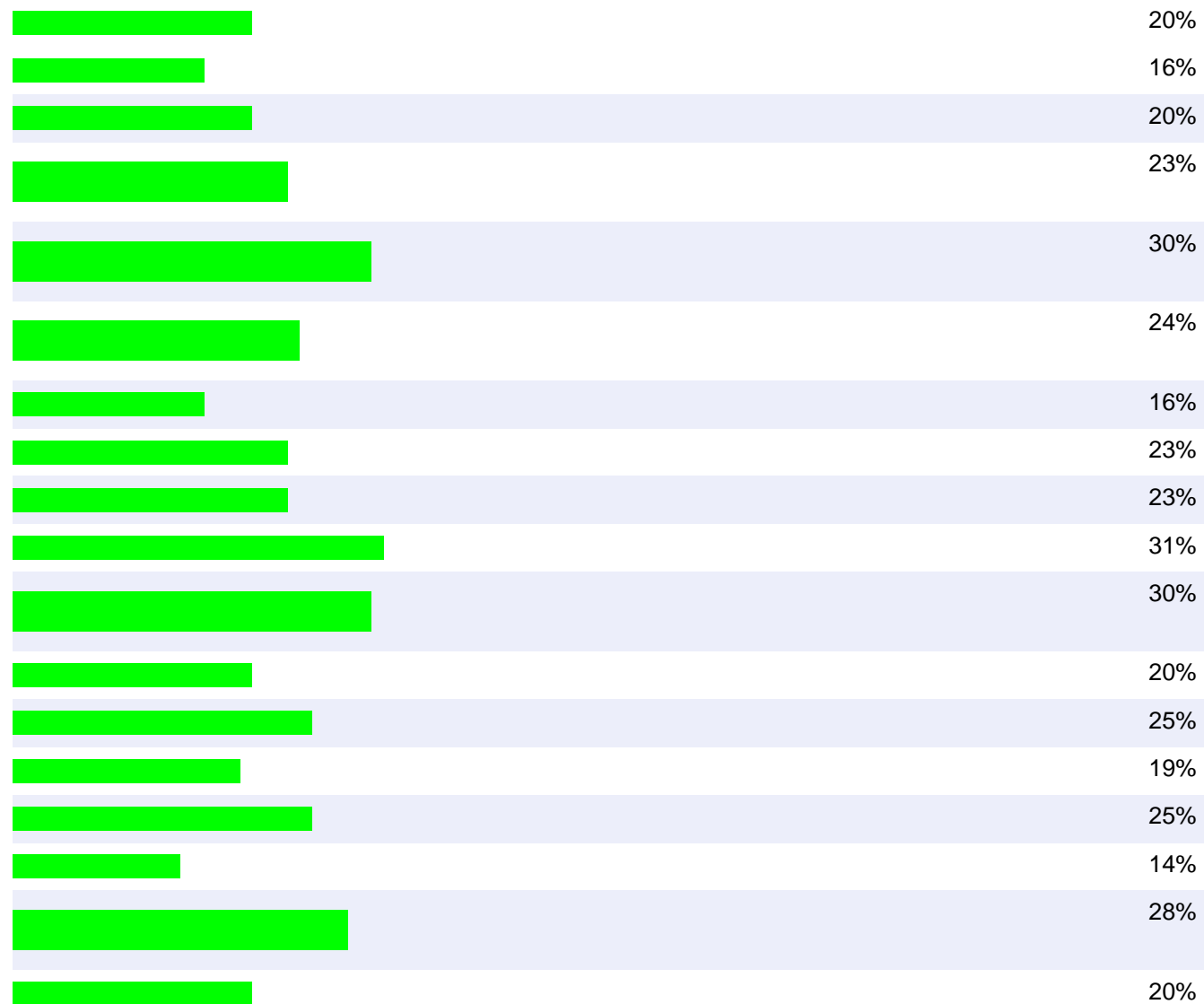
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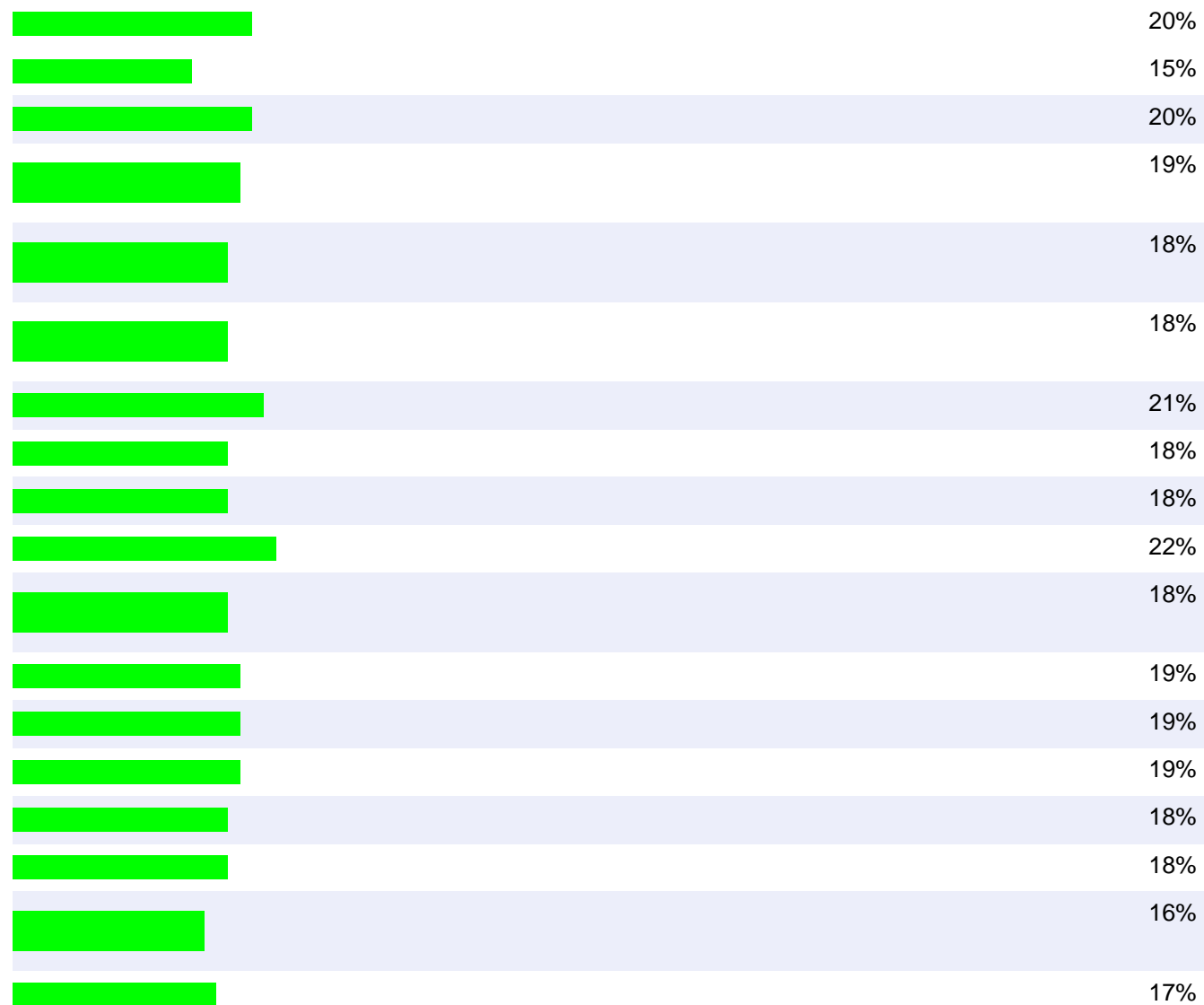
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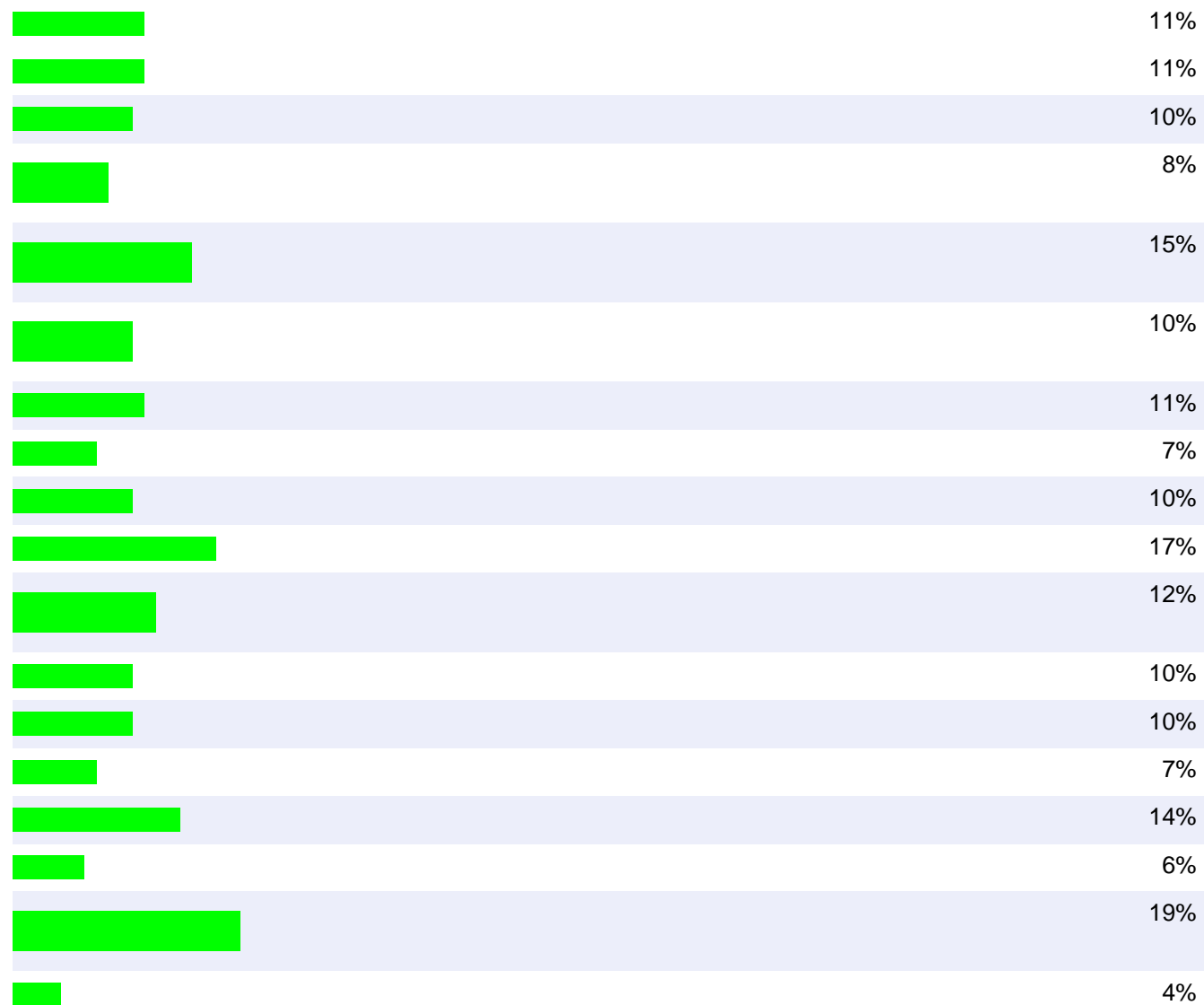
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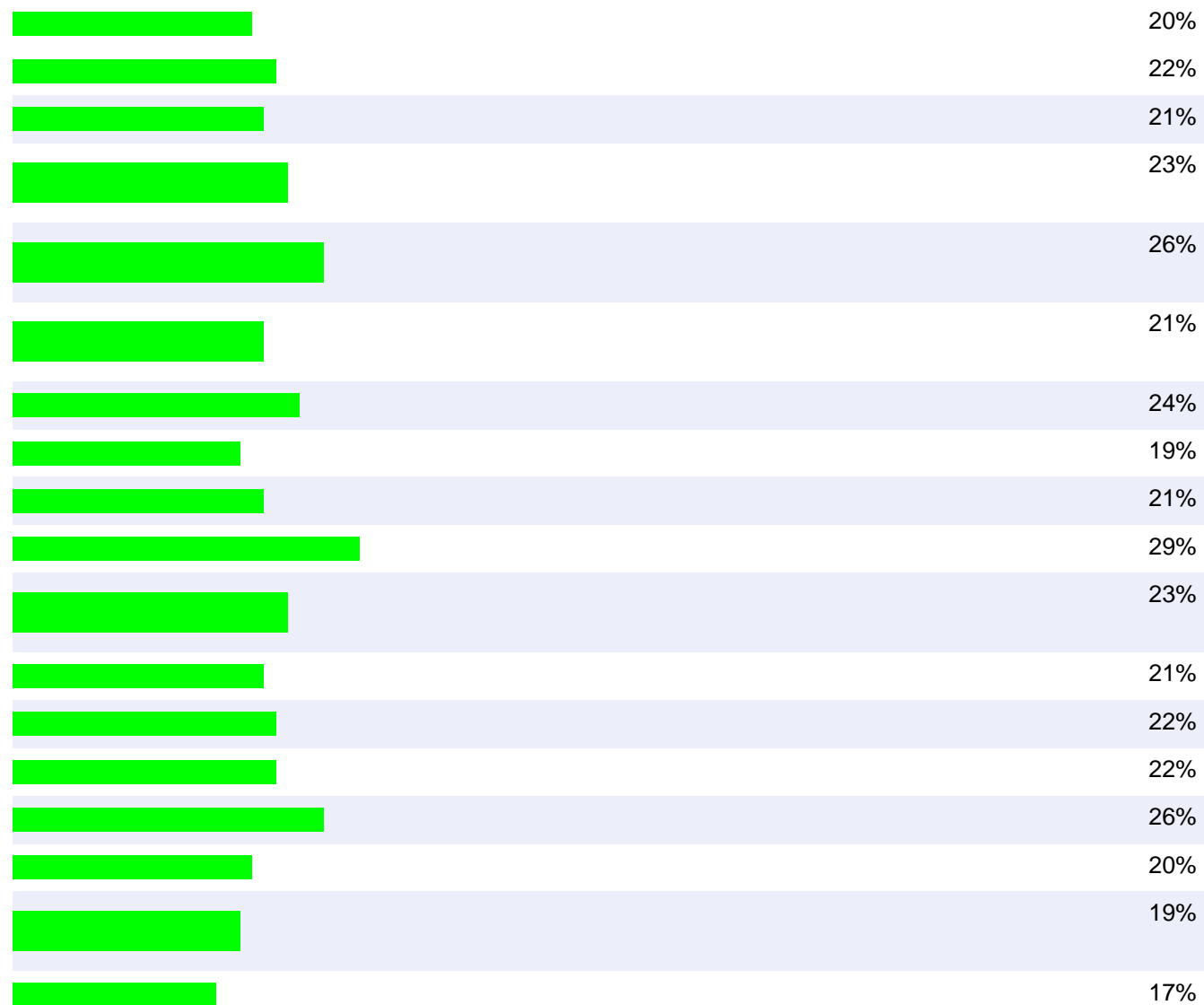
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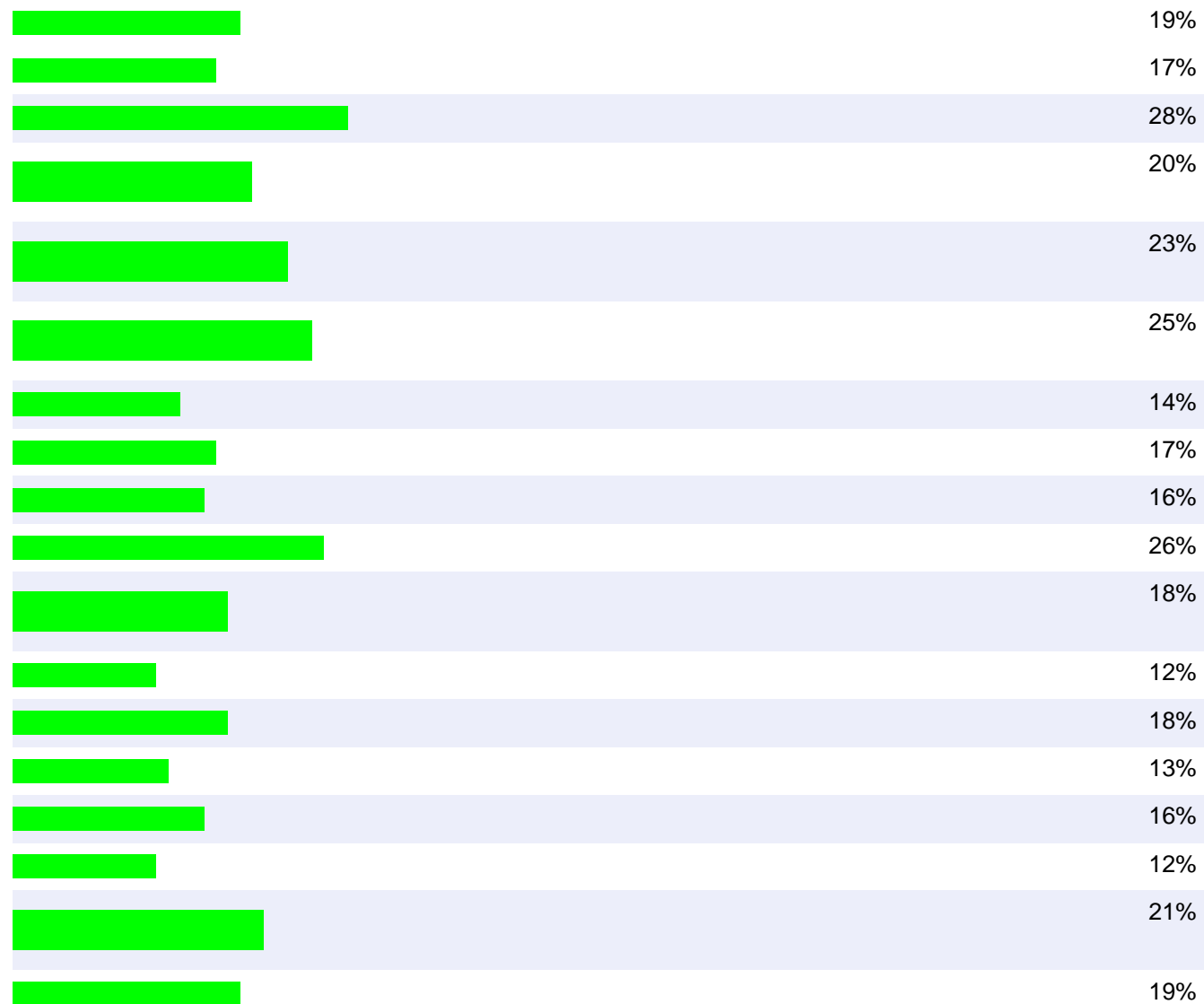
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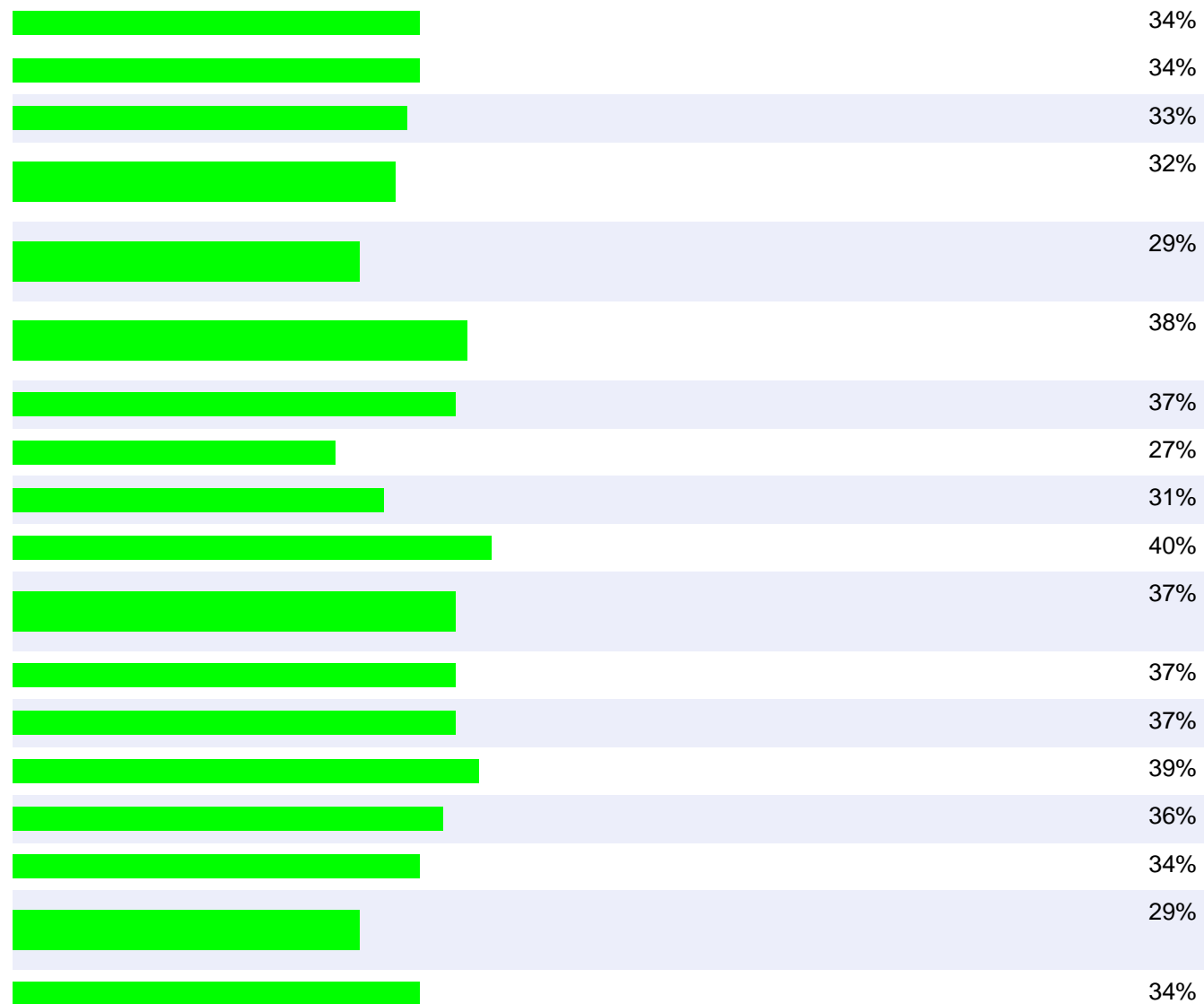
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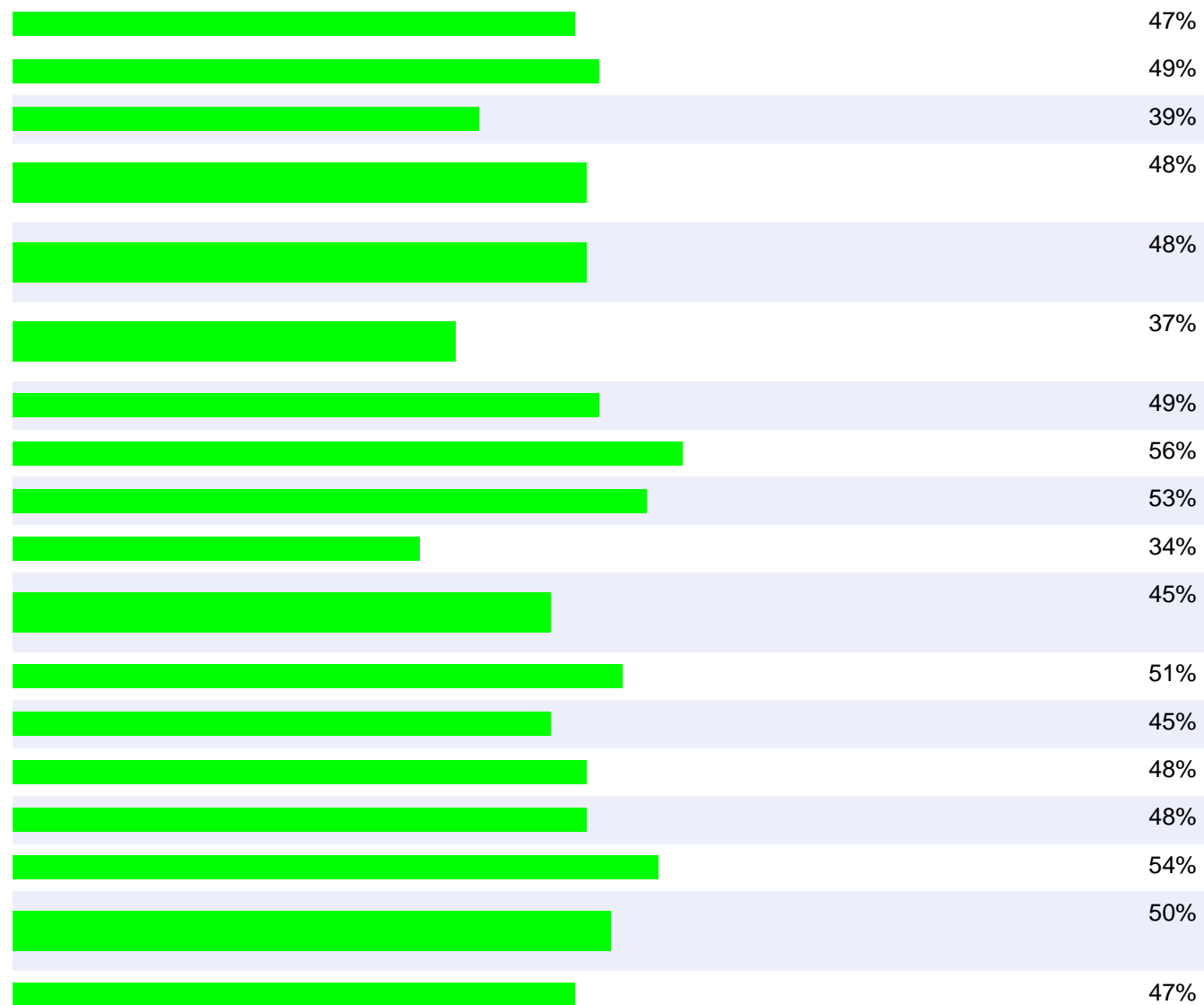
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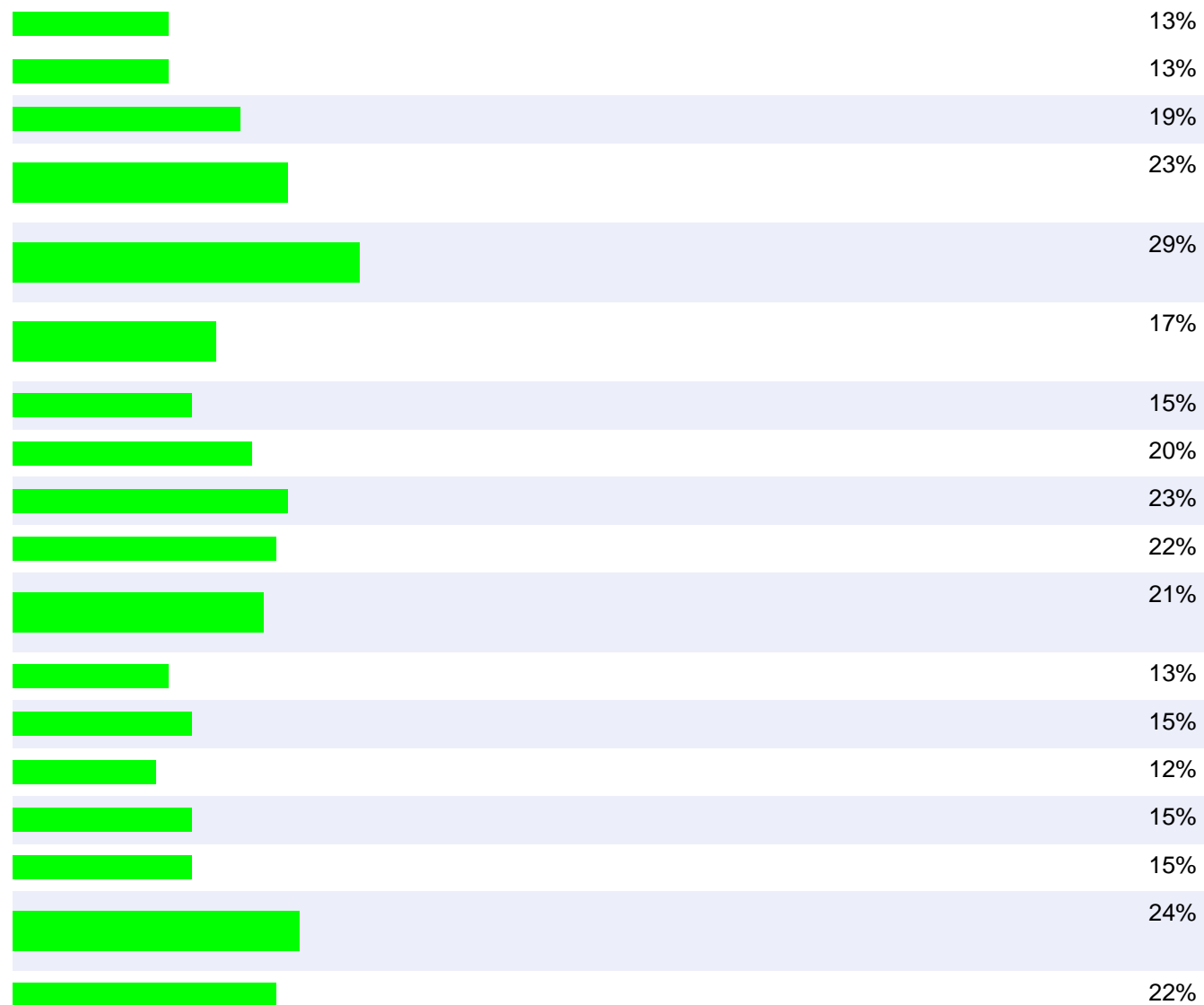
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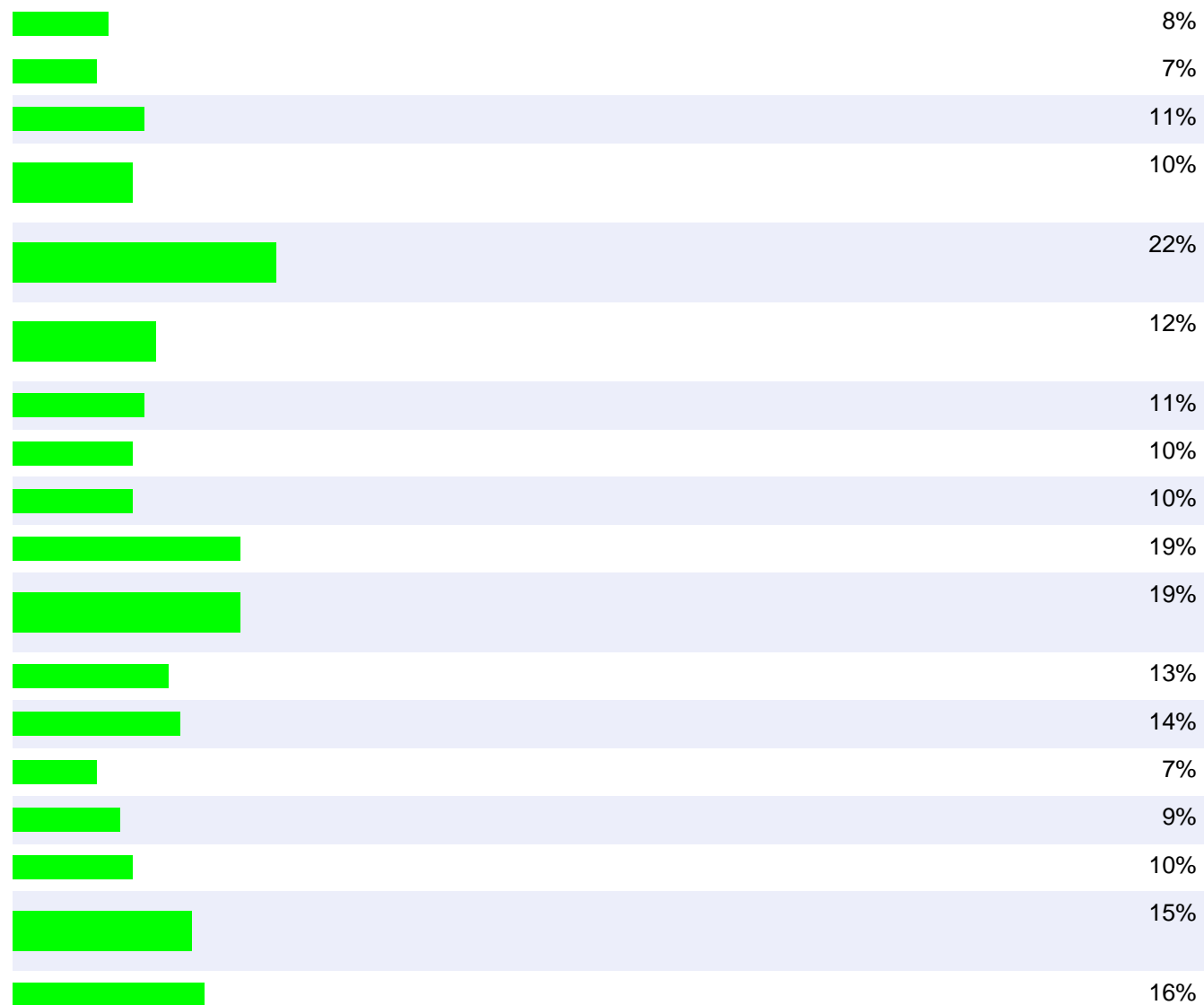
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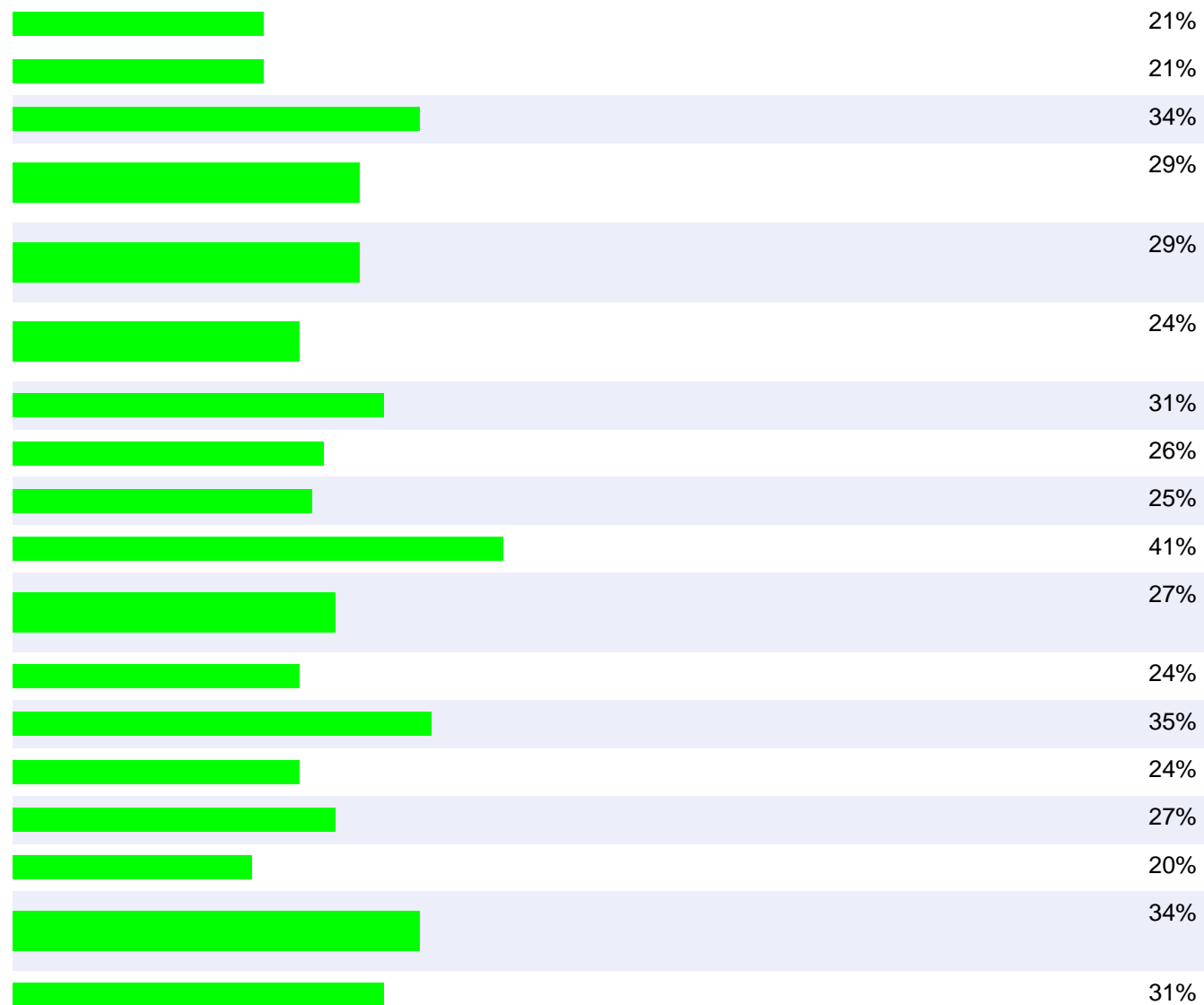
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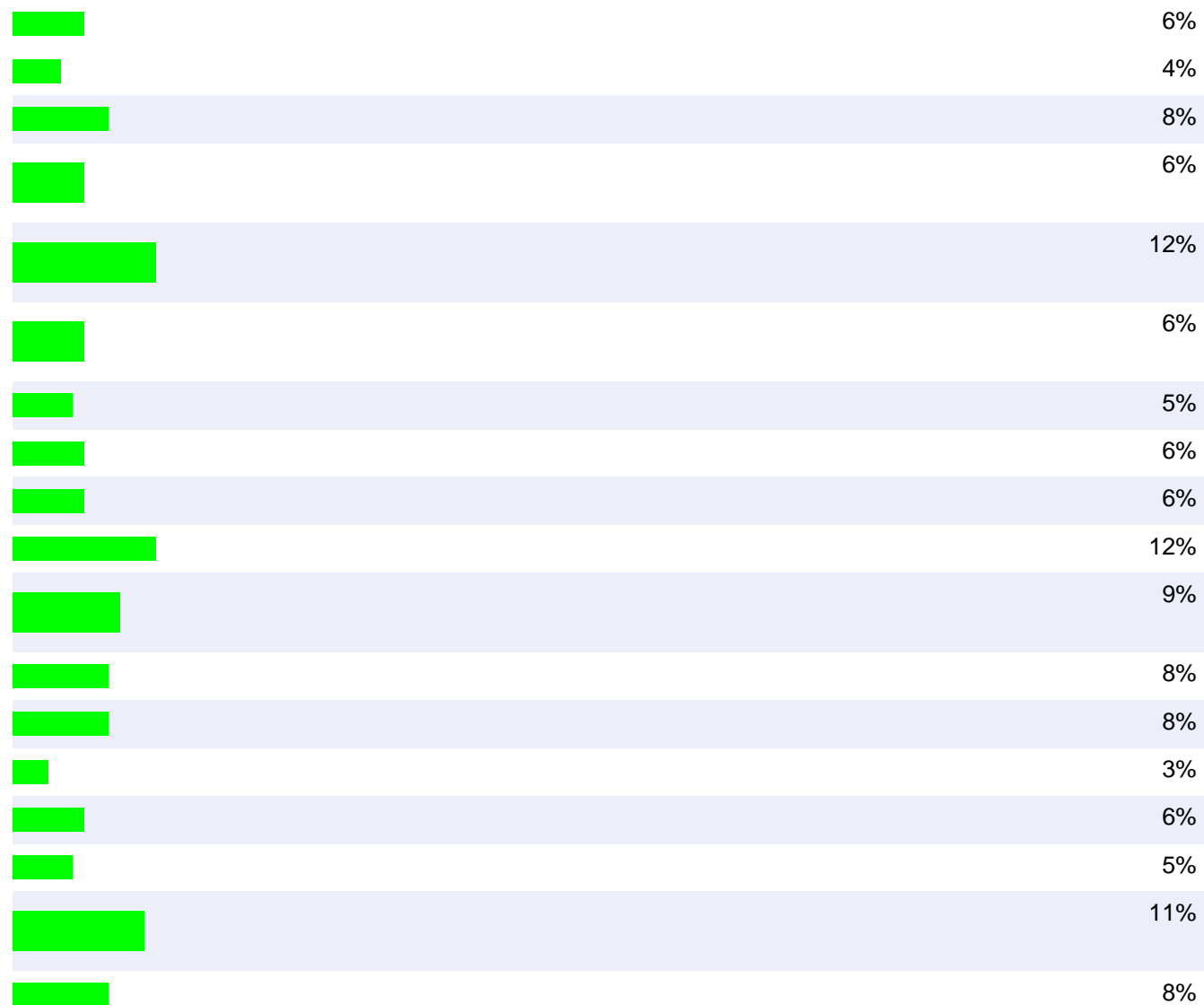
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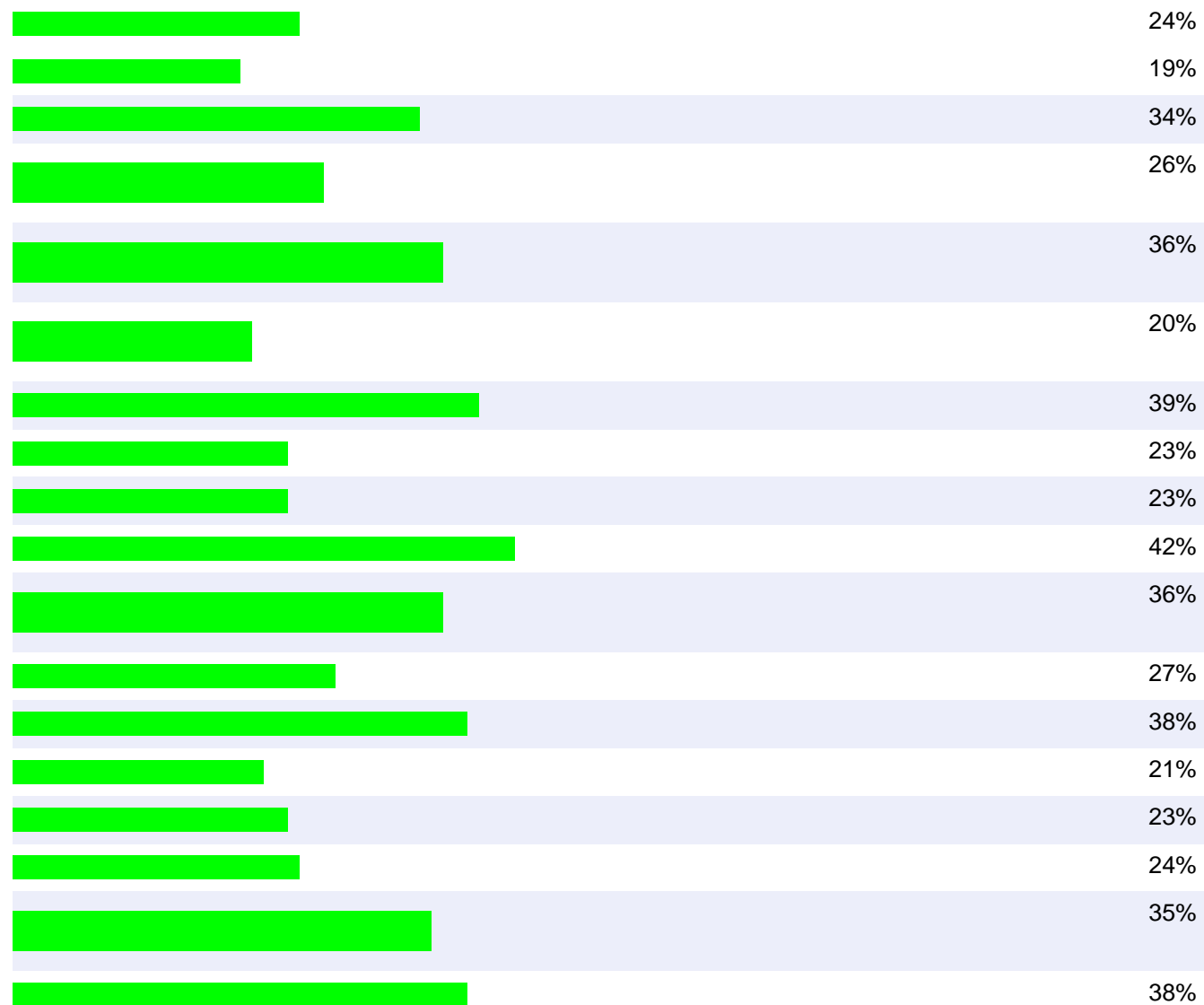
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300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

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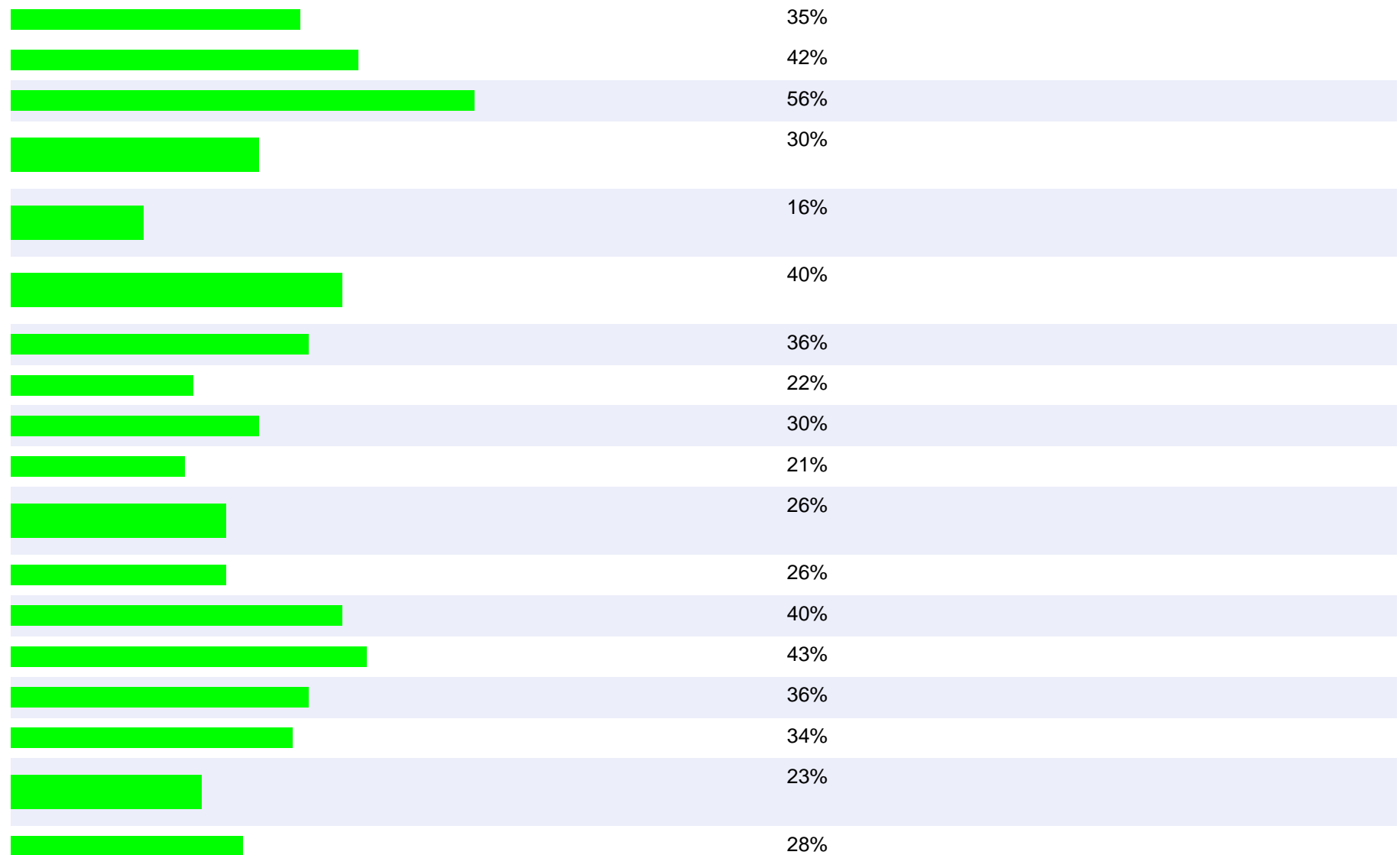
300 or more

300 or more

300 or more

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|        |                                      |                           |
|--------|--------------------------------------|---------------------------|
| 330085 | AURELIA OSBORN FOX MEMORIAL HOSPITAL | ONE NORTON AVENUE         |
| 330086 | MOUNT VERNON HOSPITAL                | 12 NORTH 7TH AVENUE       |
| 330088 | EASTERN LONG ISLAND HOSPITAL         | 201 MANOR PLACE           |
| 330090 | ARNOT OGDEN MEDICAL CENTER           | 600 ROE AVENUE            |
| 330094 | COLUMBIA MEMORIAL HOSPITAL           | 71 PROSPECT AVENUE        |
| 330096 | JONES MEMORIAL HOSPITAL              | 191 NORTH MAIN STREET     |
| 330100 | NY EYE AND EAR INFIRMARY             | 310 EAST 14TH STREET      |
| 330101 | NEW YORK-PRESBYTERIAN HOSPITAL       | 525 EAST 68TH STREET      |
| 330102 | KENMORE MERCY HOSPITAL               | 2950 ELMWOOD AVENUE       |
| 330103 | OLEAN GENERAL HOSPITAL               | 515 MAIN STREET           |
| 330104 | NYACK HOSPITAL                       | 160 NORTH MIDLAND AVENUE  |
| 330106 | NORTH SHORE UNIVERSITY HOSPITAL      | 300 COMMUNITY DRIVE       |
| 330107 | PECONIC BAY MEDICAL CENTER           | 1300 ROANOKE AVENUE       |
| 330108 | ST JOSEPH'S HOSPITAL, INC            | 555 EAST MARKET STREET    |
| 330111 | BERTRAND CHAFFEE HOSPITAL            | 224 EAST MAIN STREET      |
| 330115 | ONEIDA HEALTHCARE CENTER             | 321 GENESEE STREET        |
| 330119 | LENOX HILL HOSPITAL                  | 100 EAST 77TH STREET      |
| 330125 | ROCHESTER GENERAL HOSPITAL           | 1425 PORTLAND AVENUE      |
| 330126 | ORANGE REGIONAL MEDICAL CENTER       | 707 EAST MAIN STREET      |
| 330127 | JACOBI MEDICAL CENTER                | 1400 PELHAM PARKWAY SOUTH |
| 330128 | ELMHURST HOSPITAL CENTER             | 79-01 BROADWAY            |

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|  |              |    |
|--|--------------|----|
|  | ONEONTA      | NY |
|  | MOUNT VERNON | NY |
|  | GREENPORT    | NY |
|  | ELMIRA       | NY |
|  | HUDSON       | NY |
|  | WELLSVILLE   | NY |
|  | NEW YORK     | NY |
|  | NEW YORK     | NY |
|  | KENMORE      | NY |
|  | OLEAN        | NY |
|  | NYACK        | NY |
|  | MANHASSET    | NY |
|  | RIVERHEAD    | NY |
|  | ELMIRA       | NY |
|  | SPRINGVILLE  | NY |
|  | ONEIDA       | NY |
|  | NEW YORK     | NY |
|  | ROCHESTER    | NY |
|  | MIDDLETOWN   | NY |
|  | BRONX        | NY |
|  | ELMHURST     | NY |

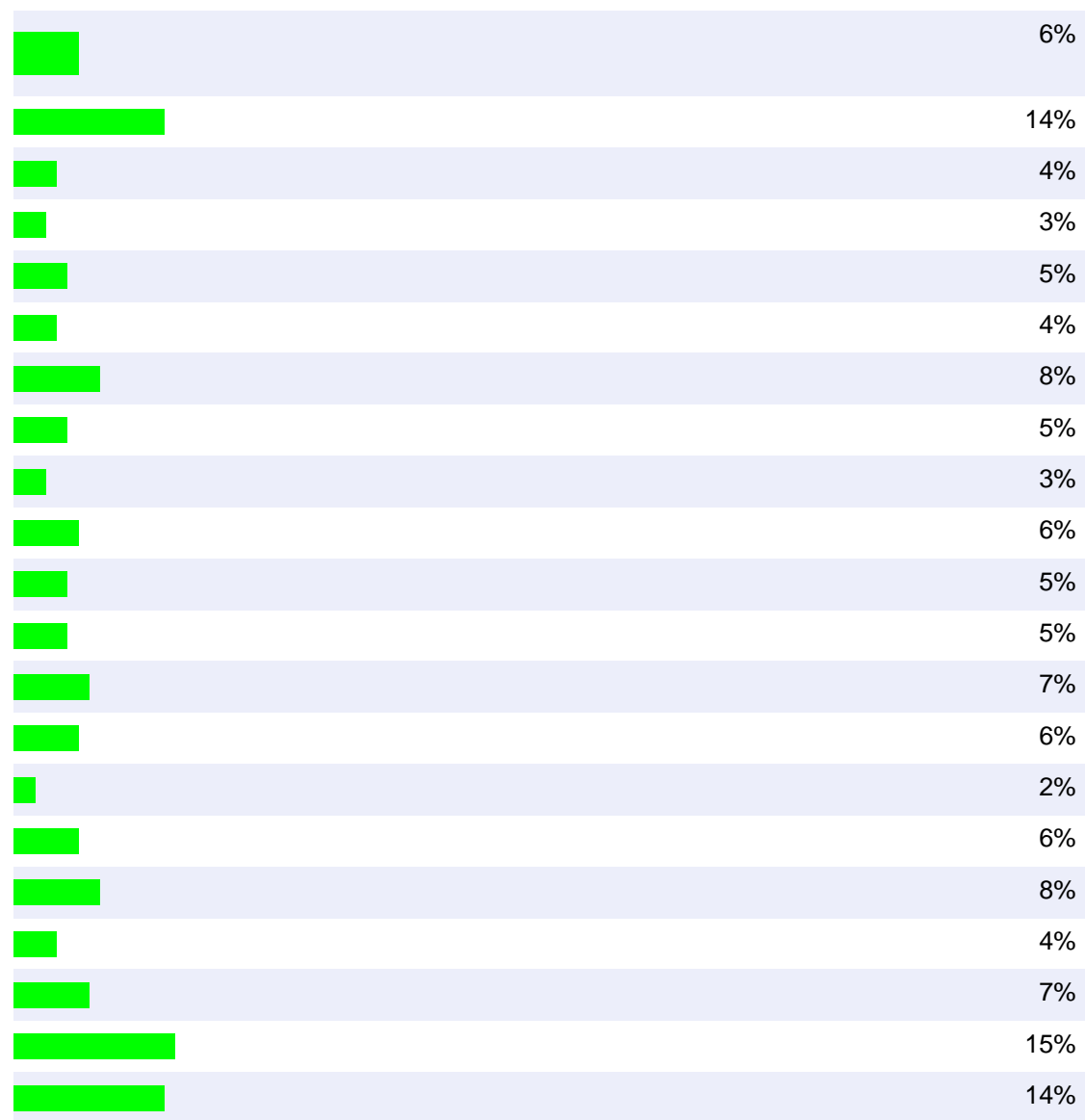
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|       |             |            |
|-------|-------------|------------|
| 13820 | OTSEGO      | 6074232000 |
| 10550 | WESTCHESTER | 9146648000 |
| 11944 | SUFFOLK     | 6314771000 |
| 14905 | CHEMUNG     | 6077374100 |
| 12534 | COLUMBIA    | 5188287601 |
| 14895 | ALLEGANY    | 5855931100 |
| 10003 | NEW YORK    | 2129794000 |
| 10021 | NEW YORK    | 2127464189 |
| 14217 | ERIE        | 7164476100 |
| 14760 | CATTARAUGUS | 7163732600 |
| 10960 | ROCKLAND    | 8453482000 |
| 11030 | NASSAU      | 5165620100 |
| 11901 | SUFFOLK     | 6315486000 |
| 14902 | CHEMUNG     | 6077336541 |
| 14141 | ERIE        | 7165922871 |
| 13421 | MADISON     | 3153636000 |
| 10021 | NEW YORK    | 2124392345 |
| 14621 | MONROE      | 5859224000 |
| 10940 | ORANGE      | 8453432424 |
| 10461 | BRONX       | 7189185000 |
| 11373 | QUEENS      | 7183341141 |

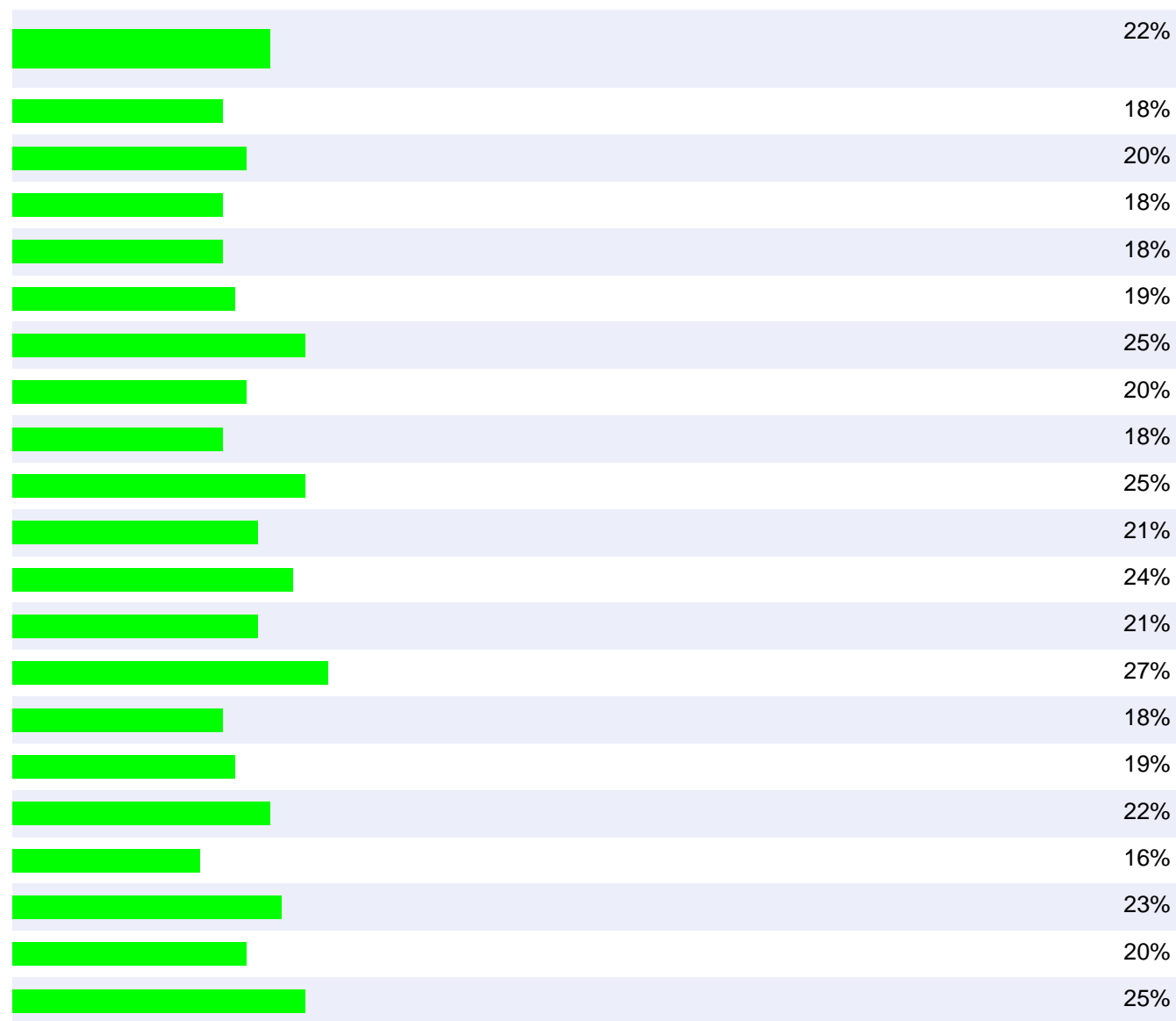
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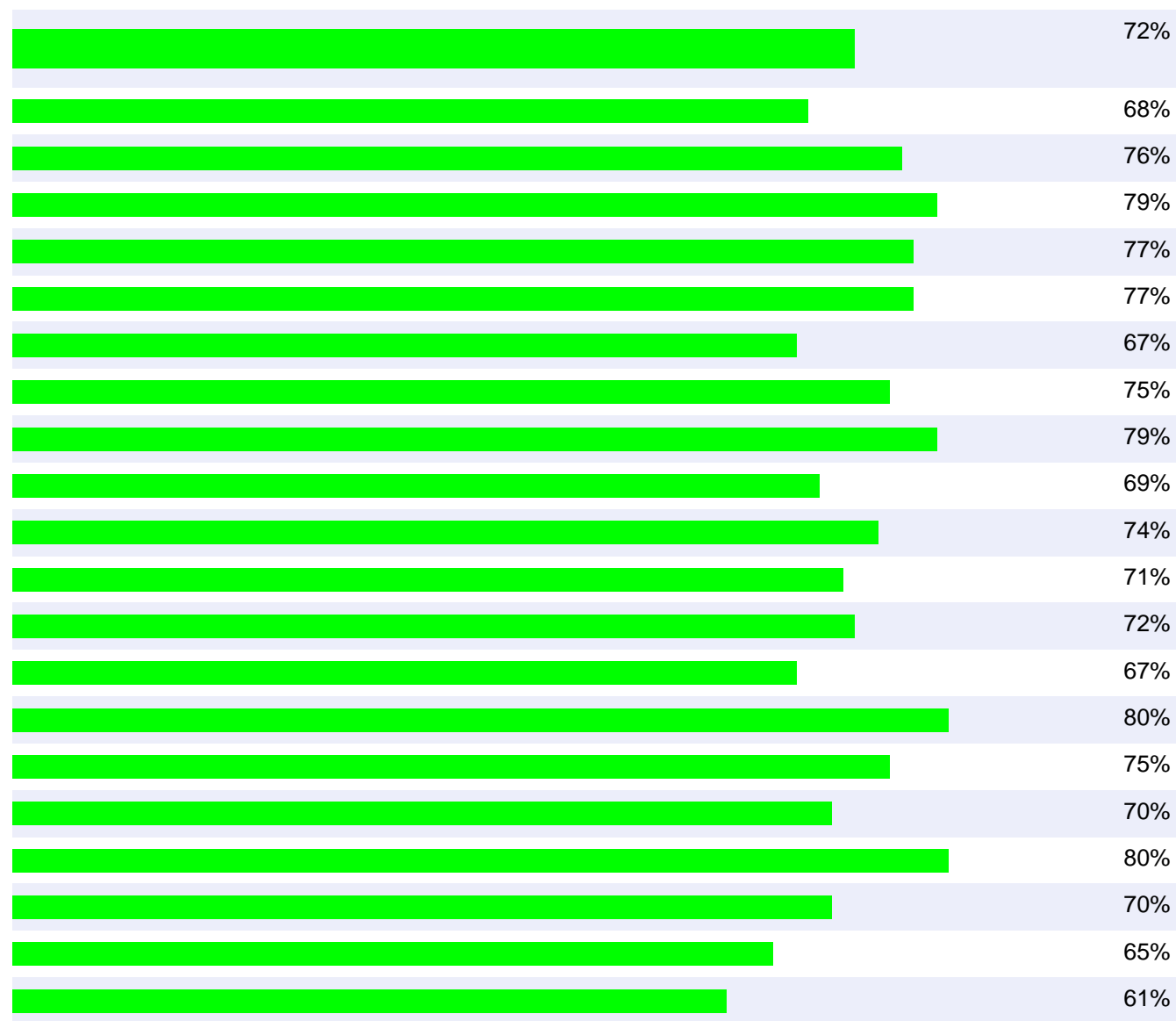
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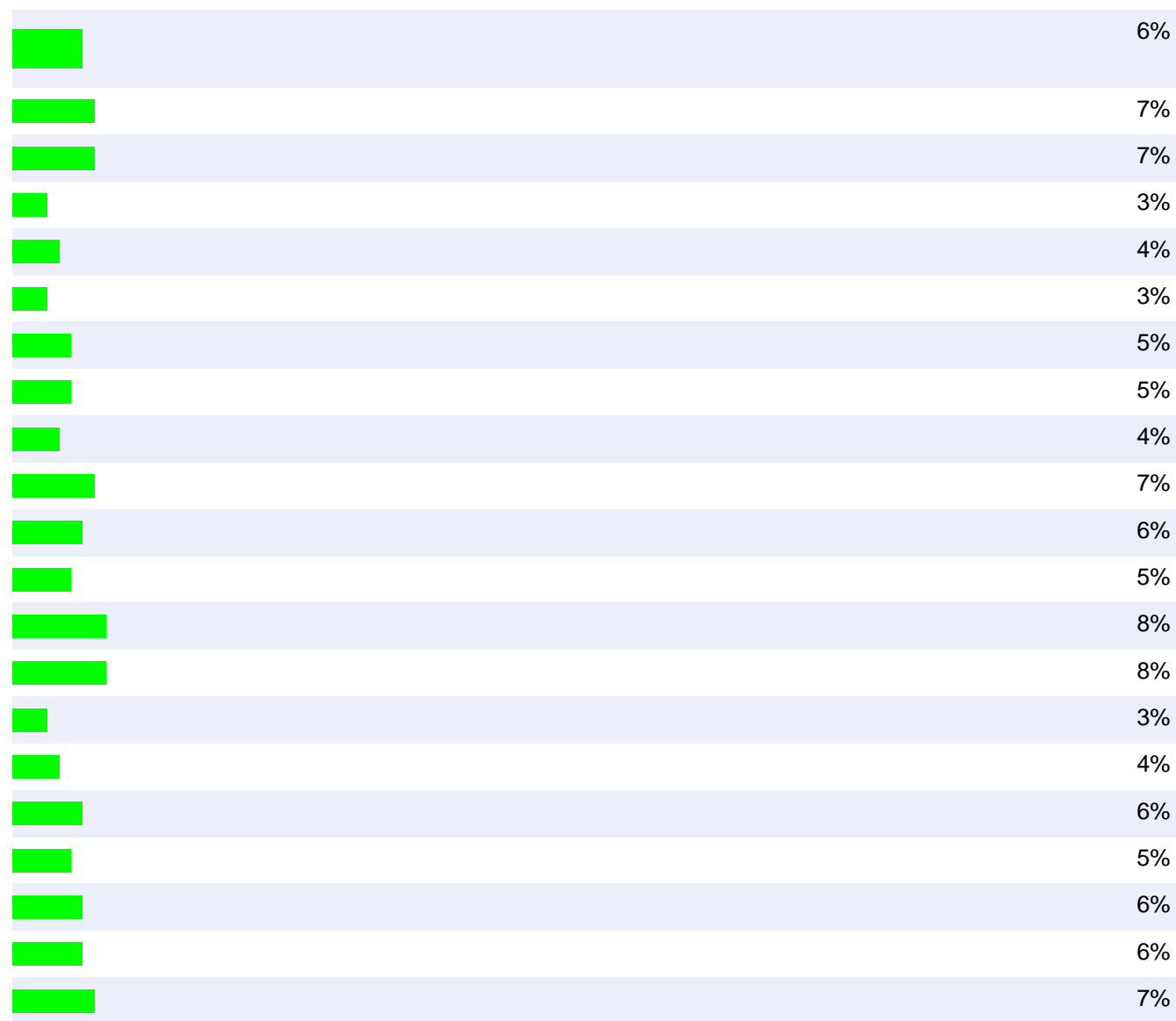
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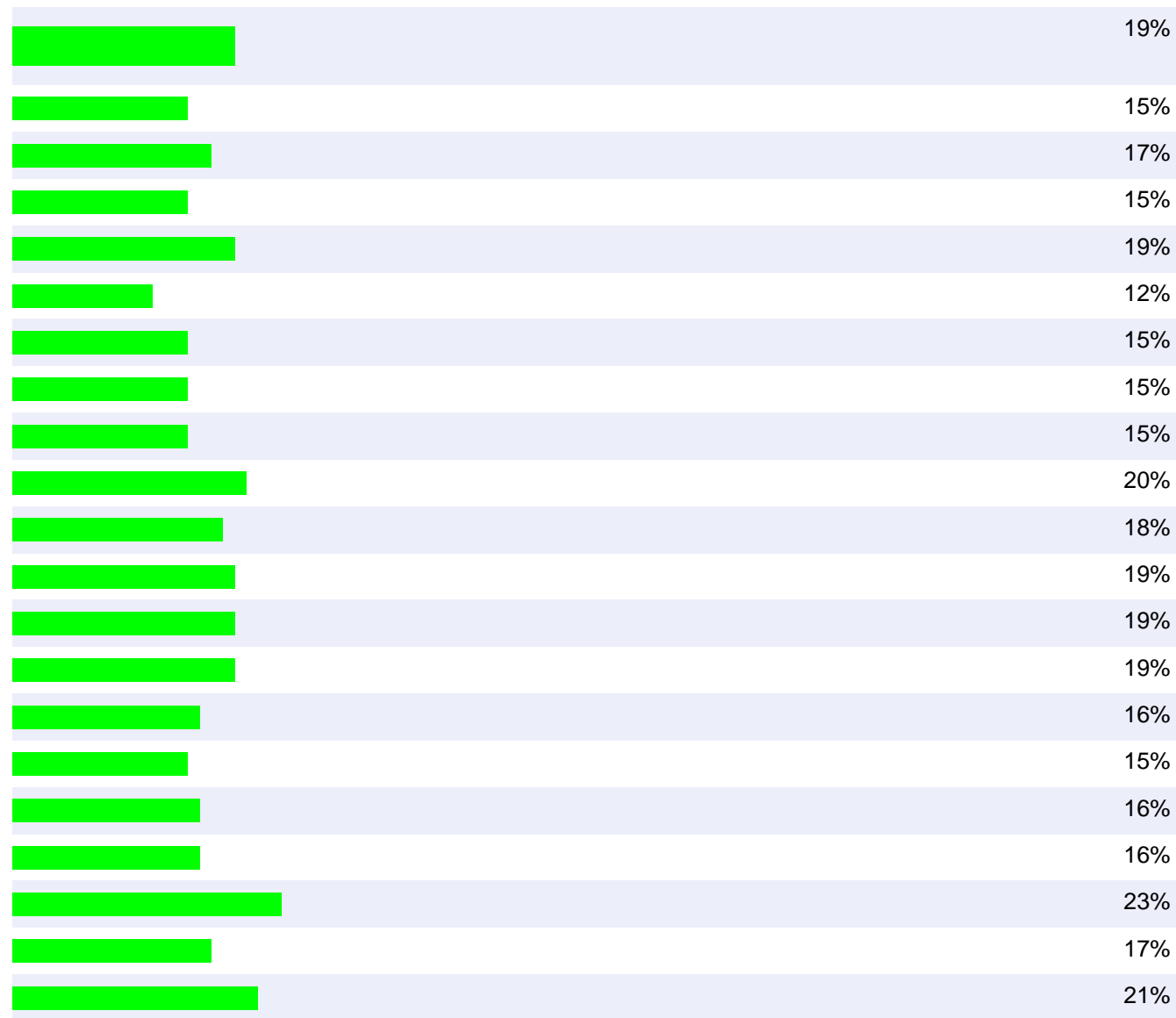
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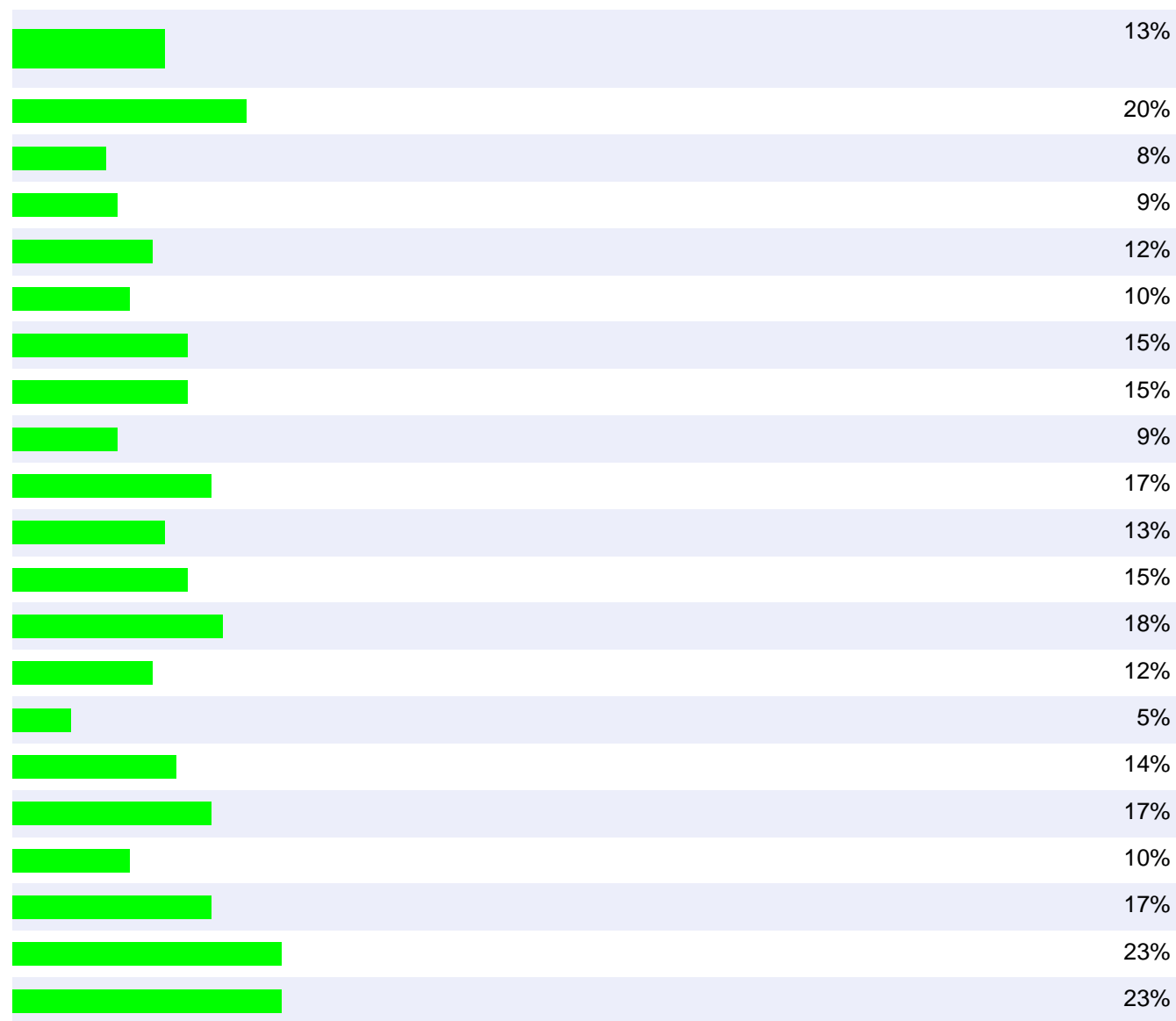
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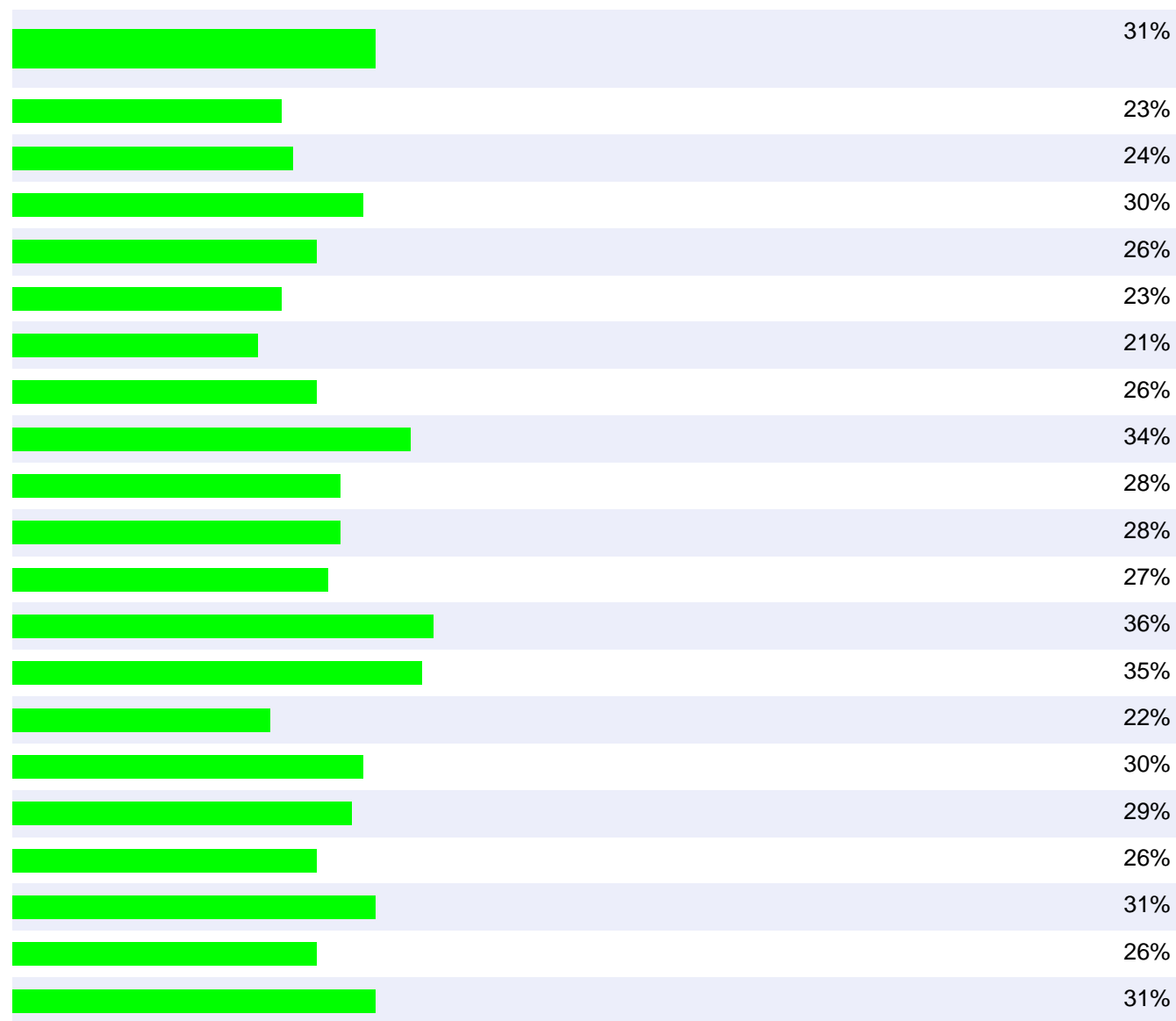
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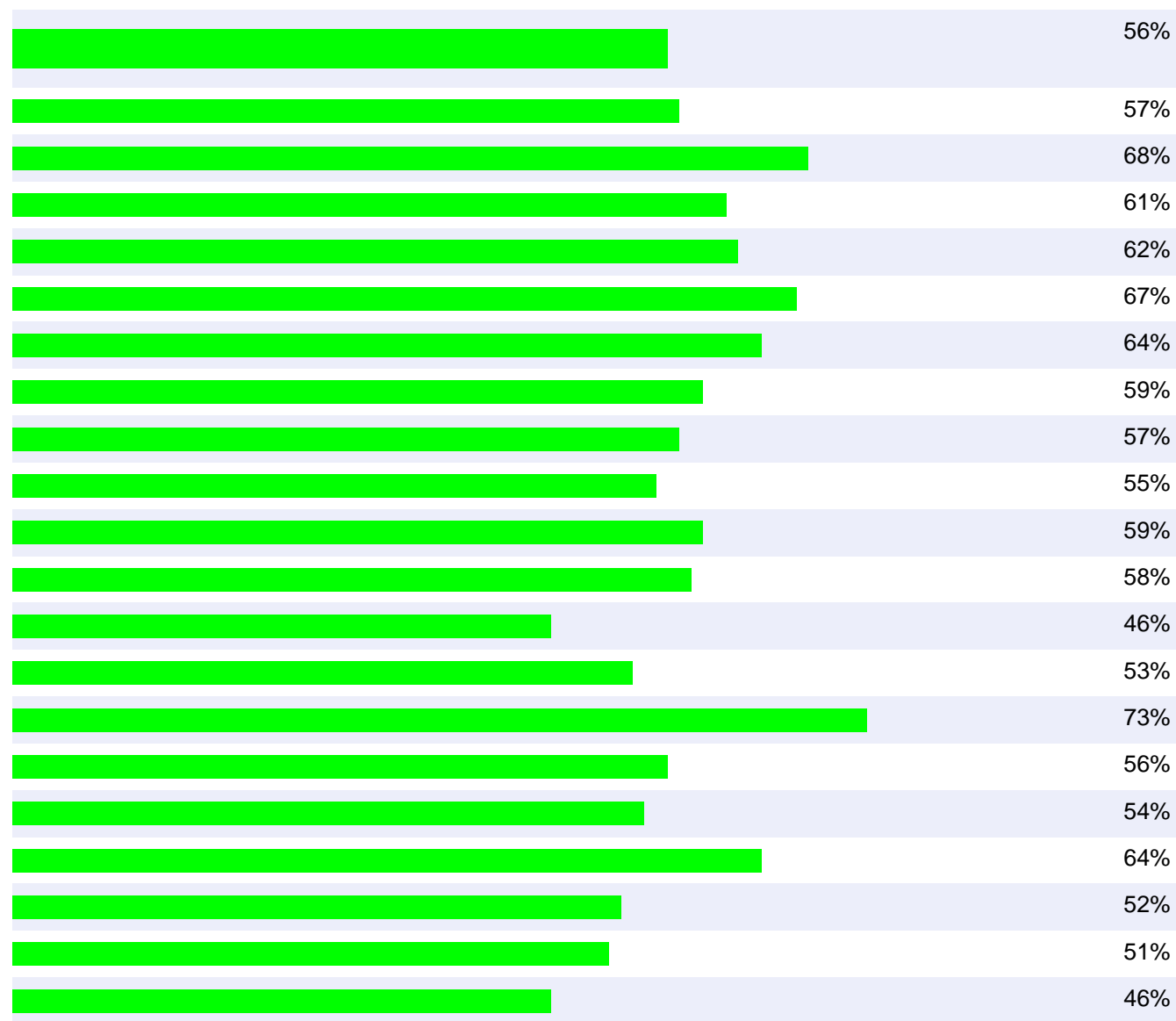
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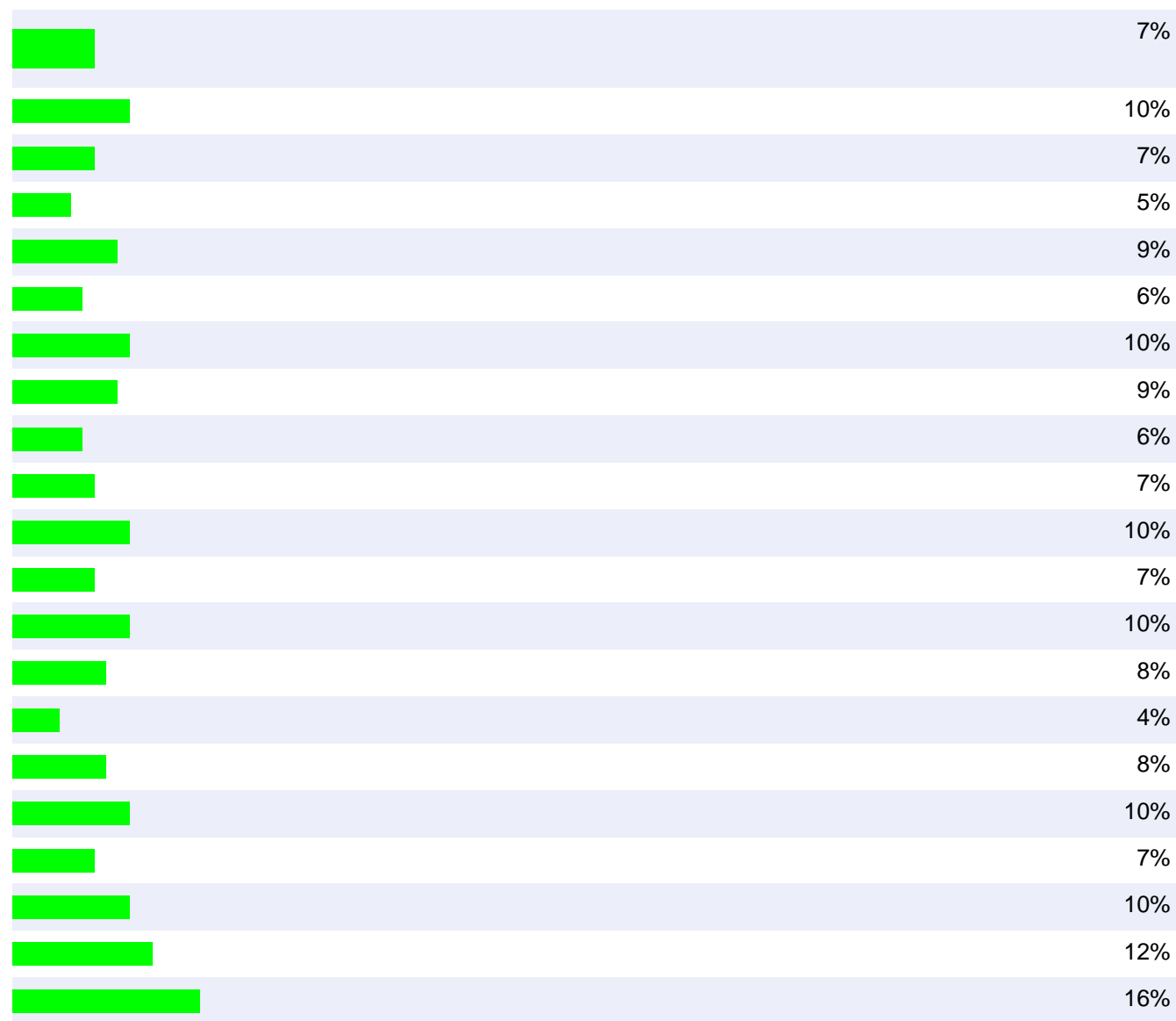
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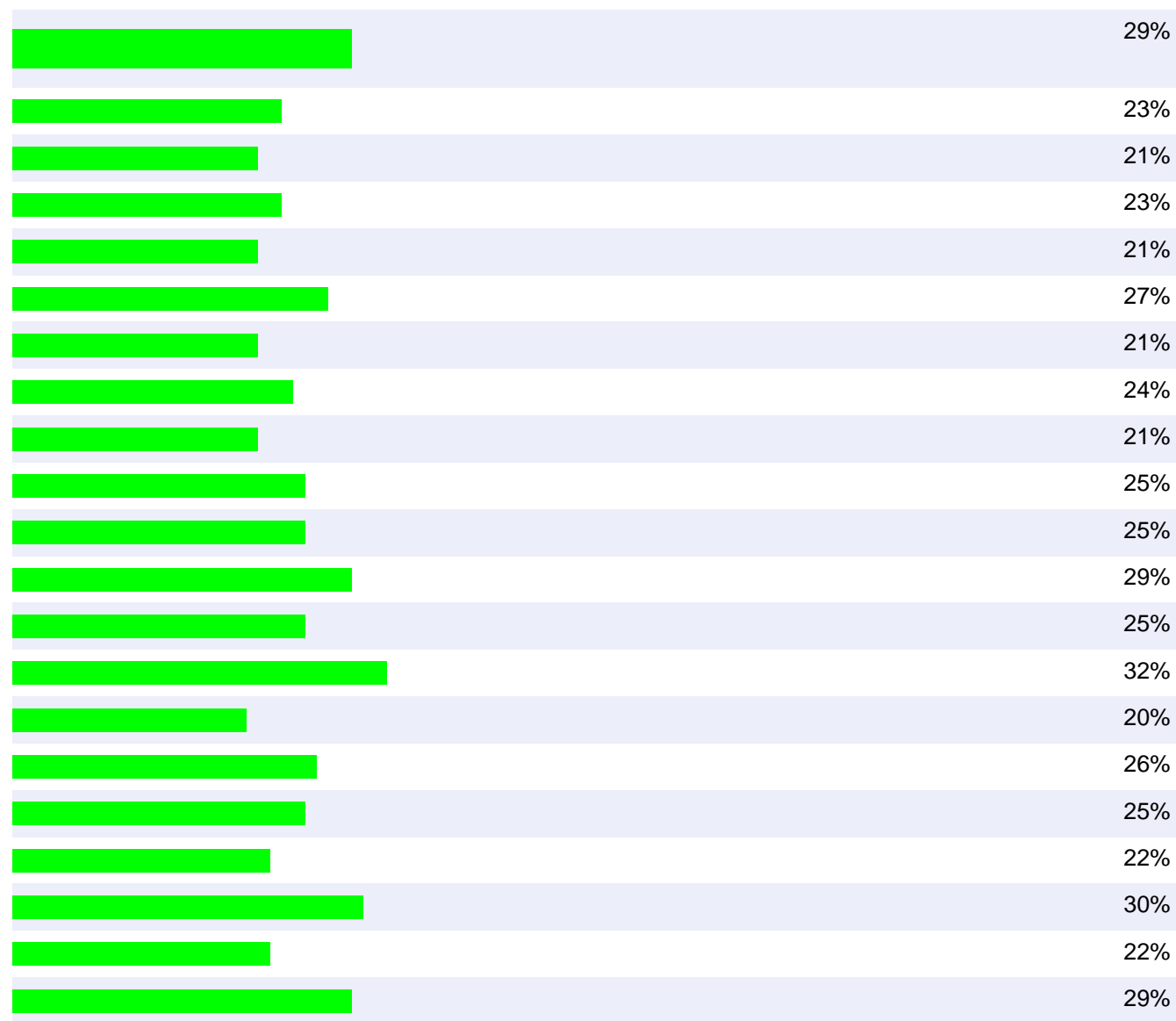
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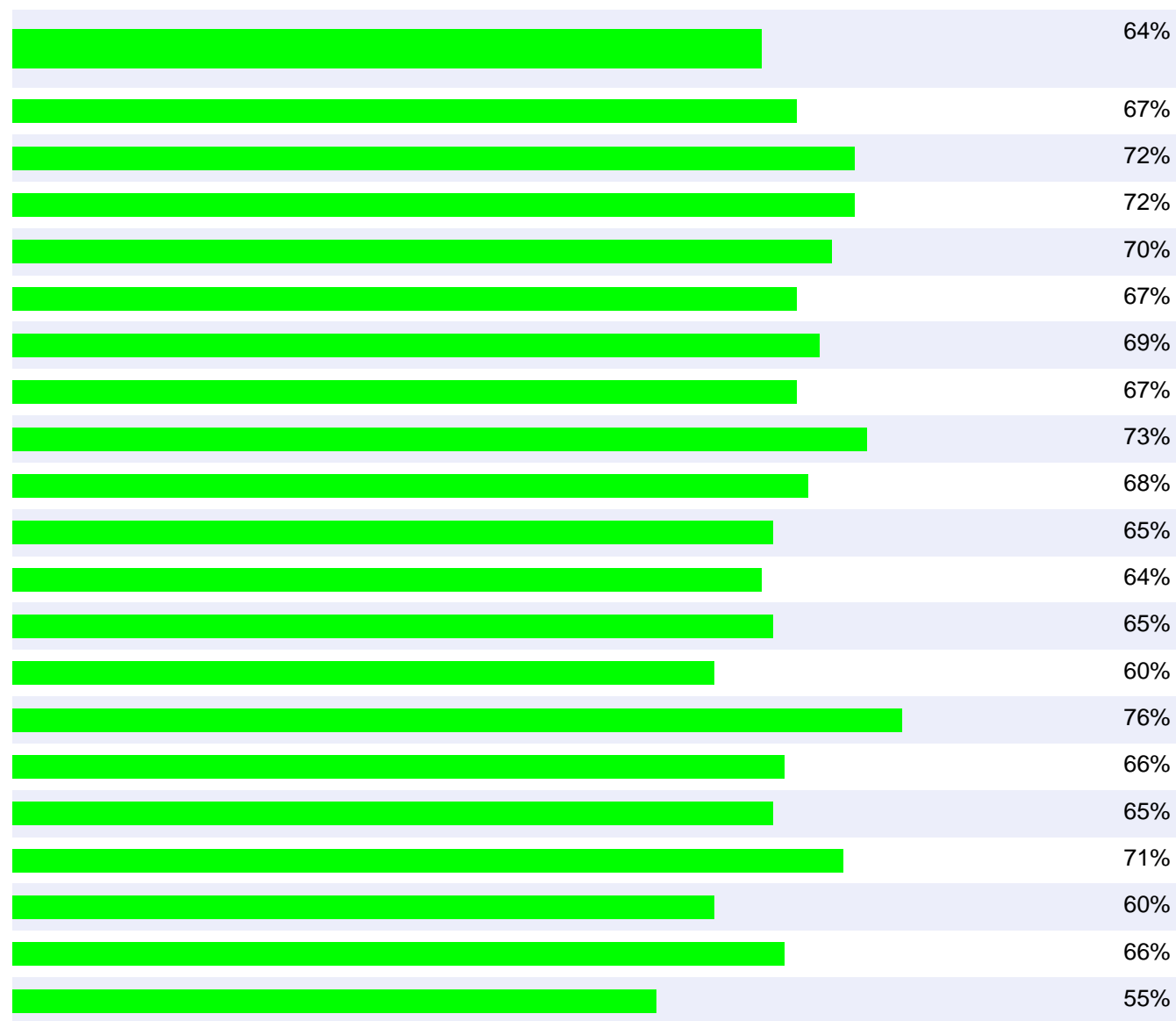
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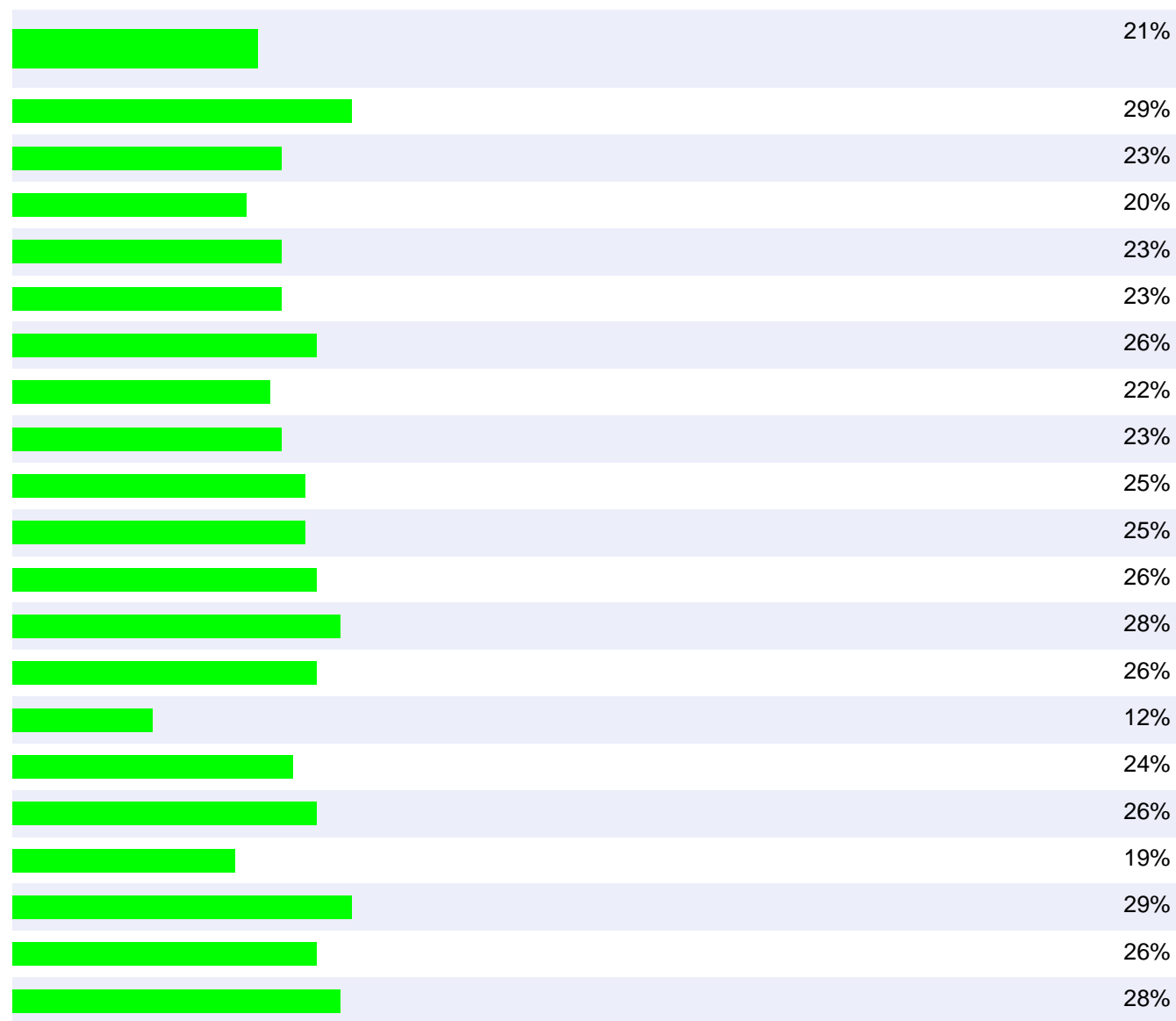
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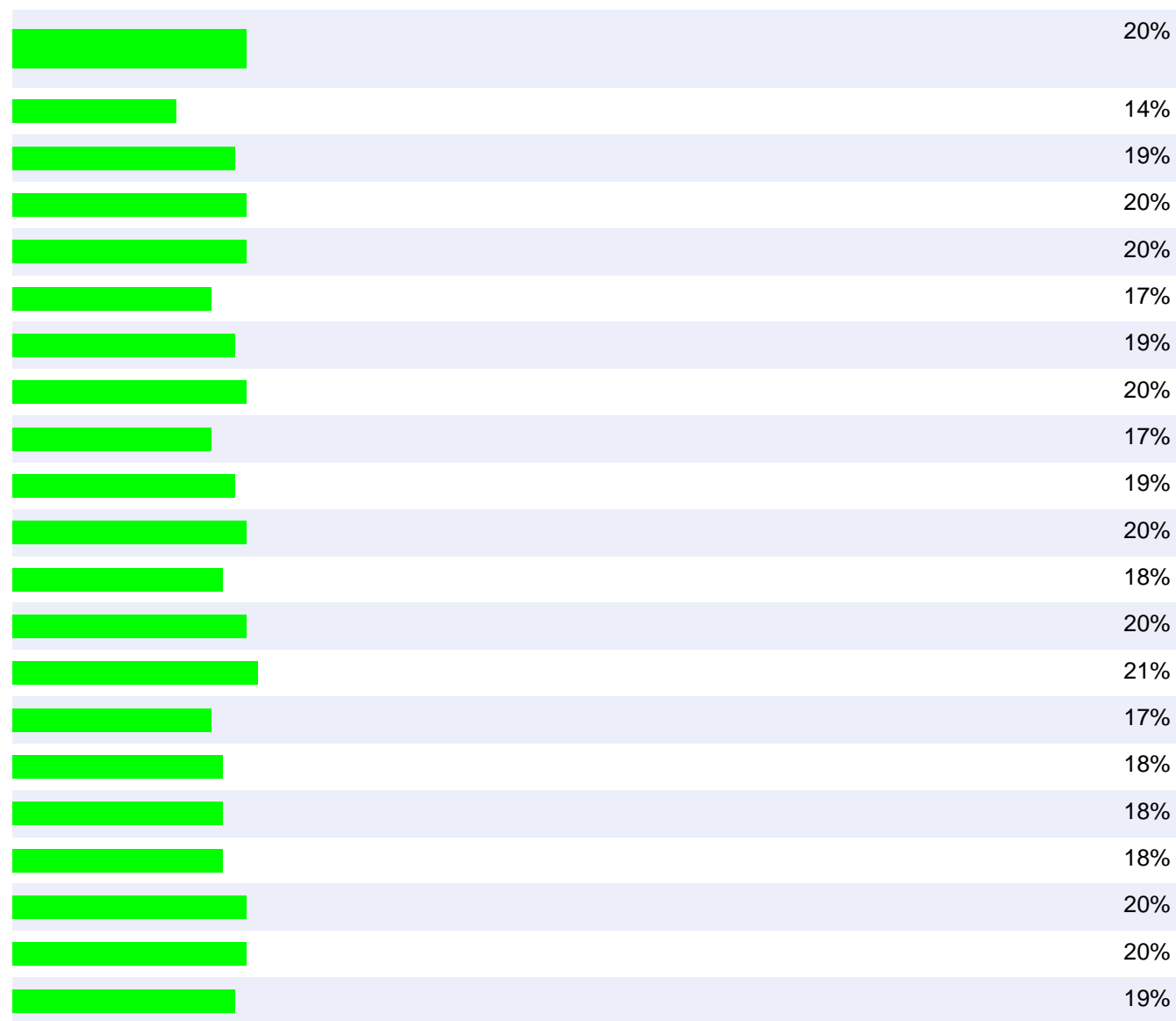
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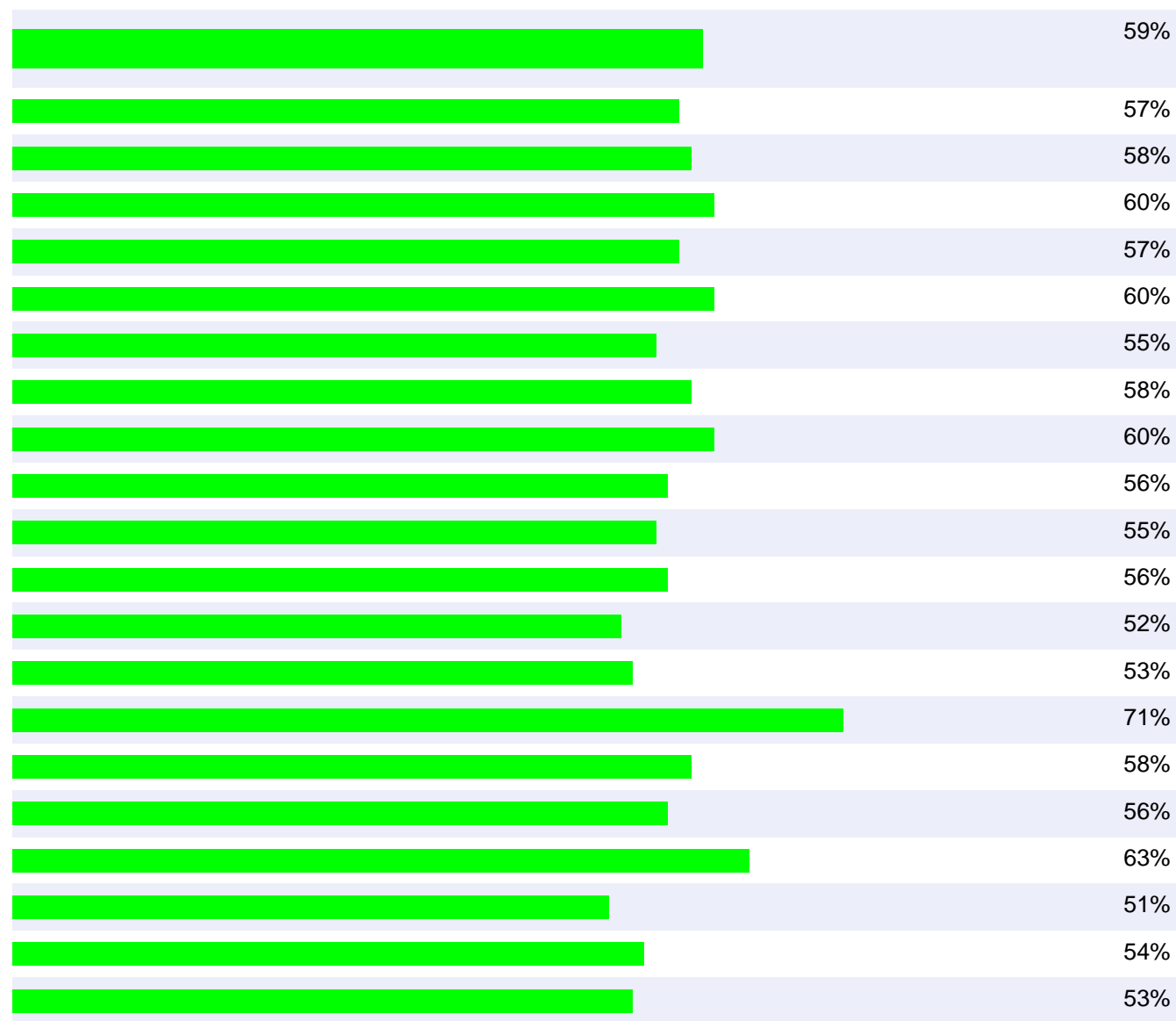
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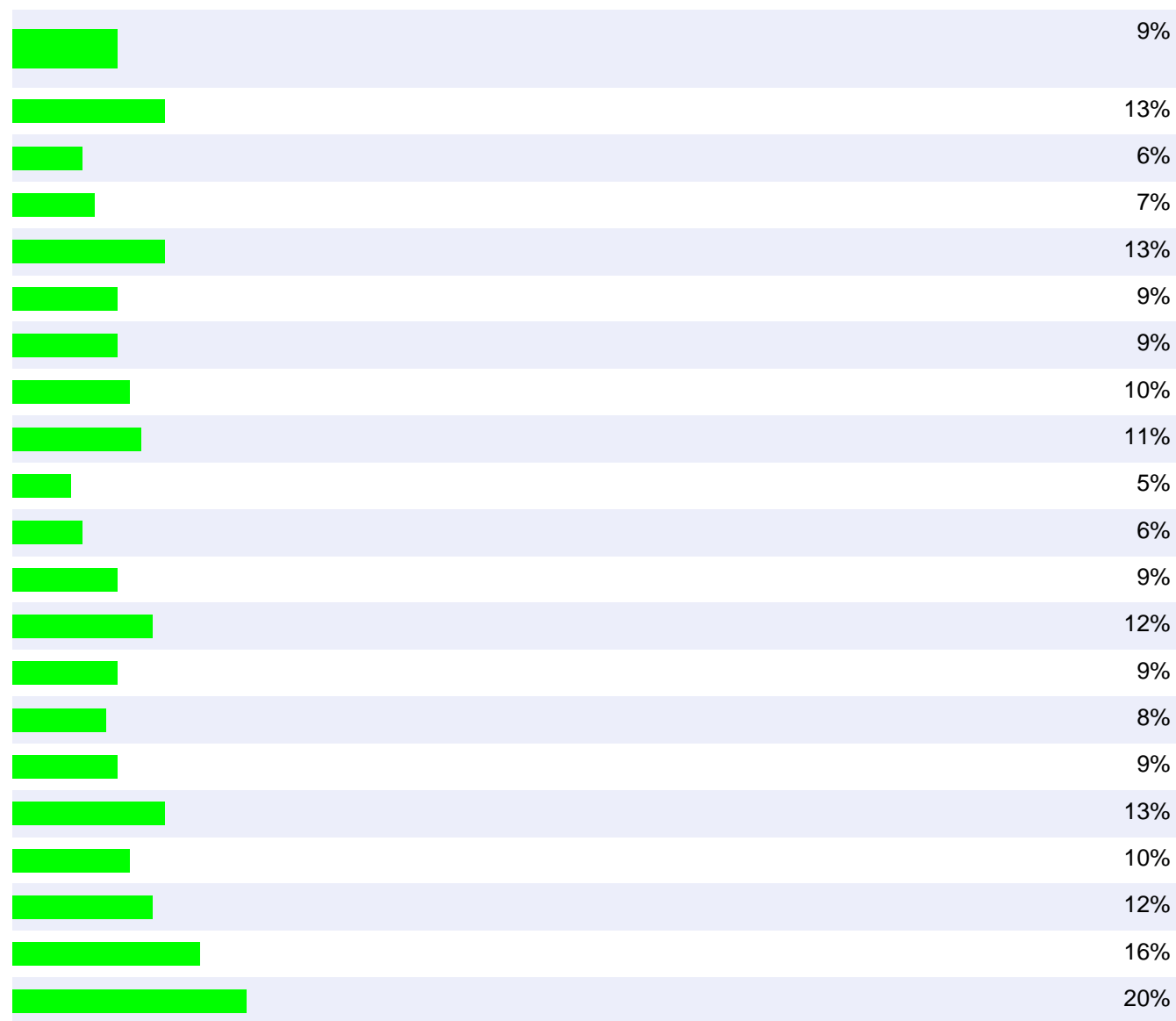
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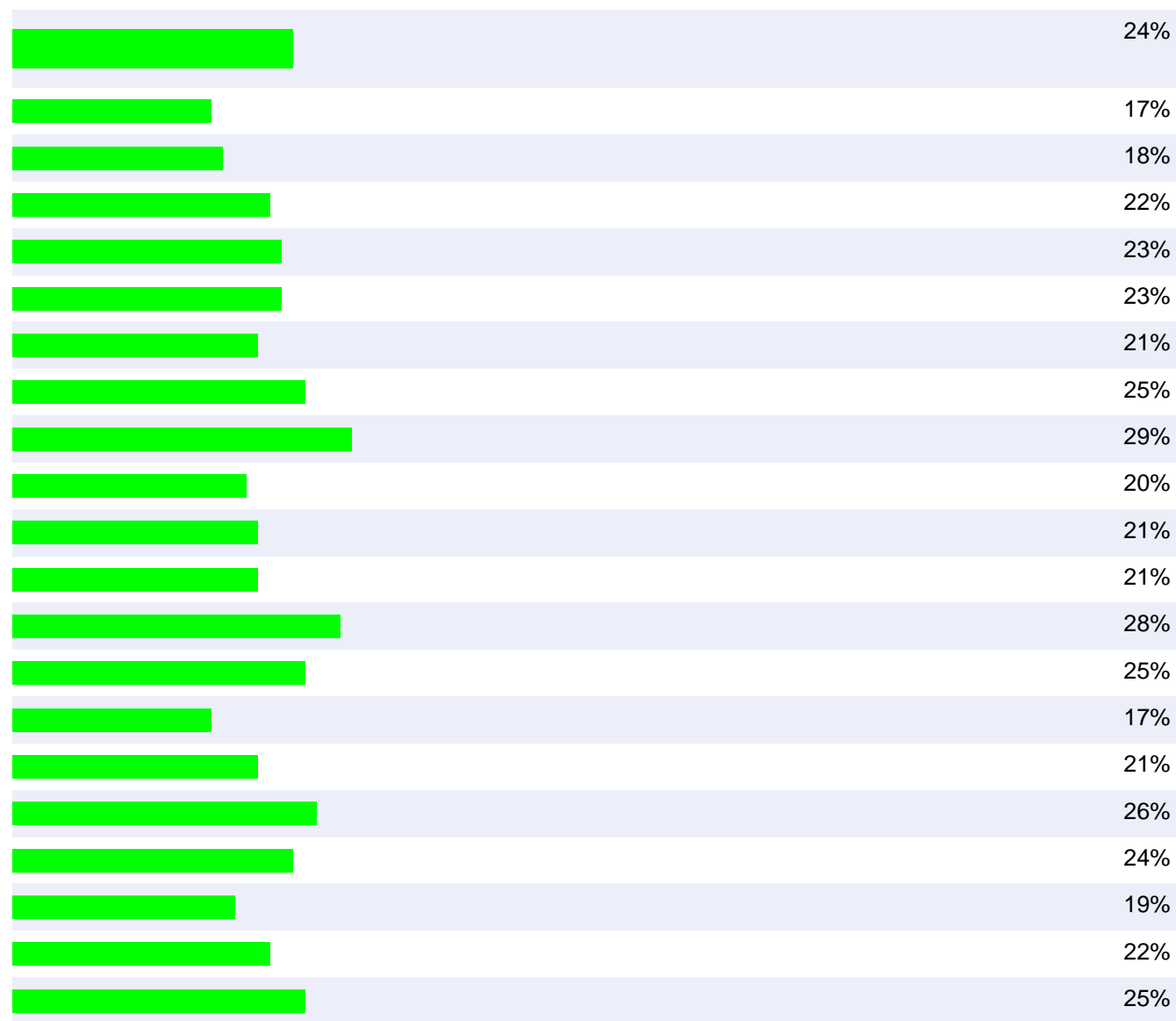
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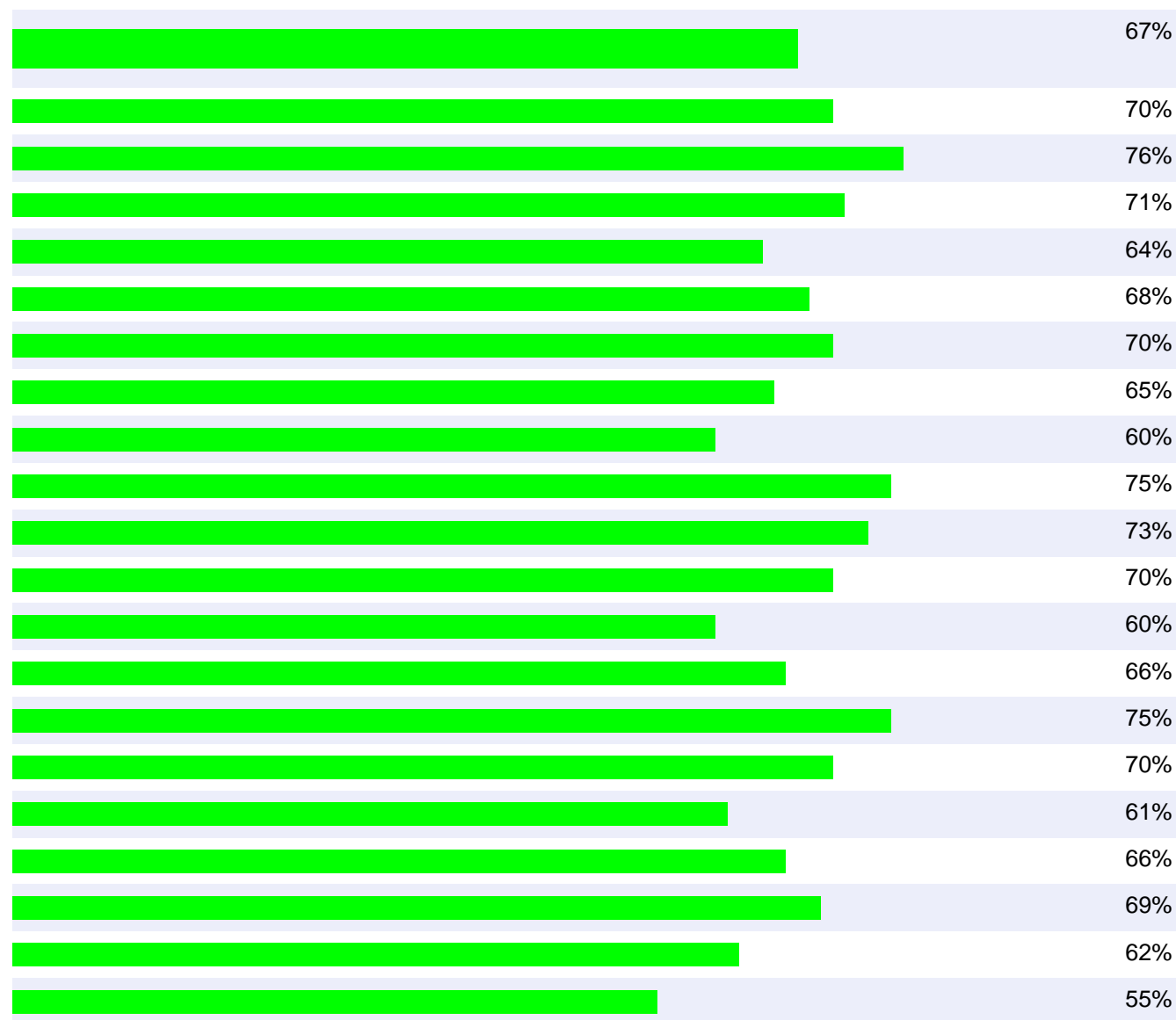
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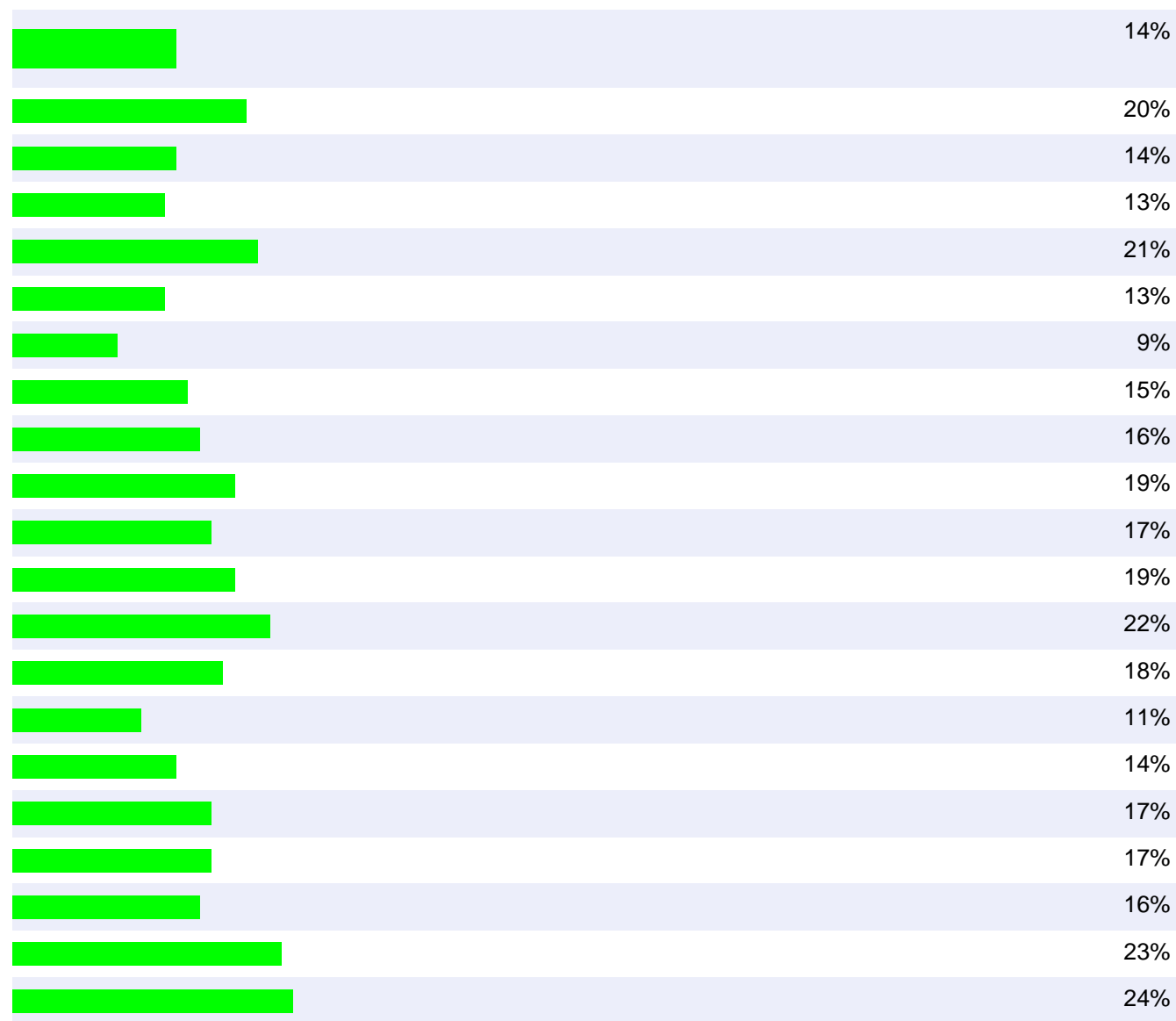
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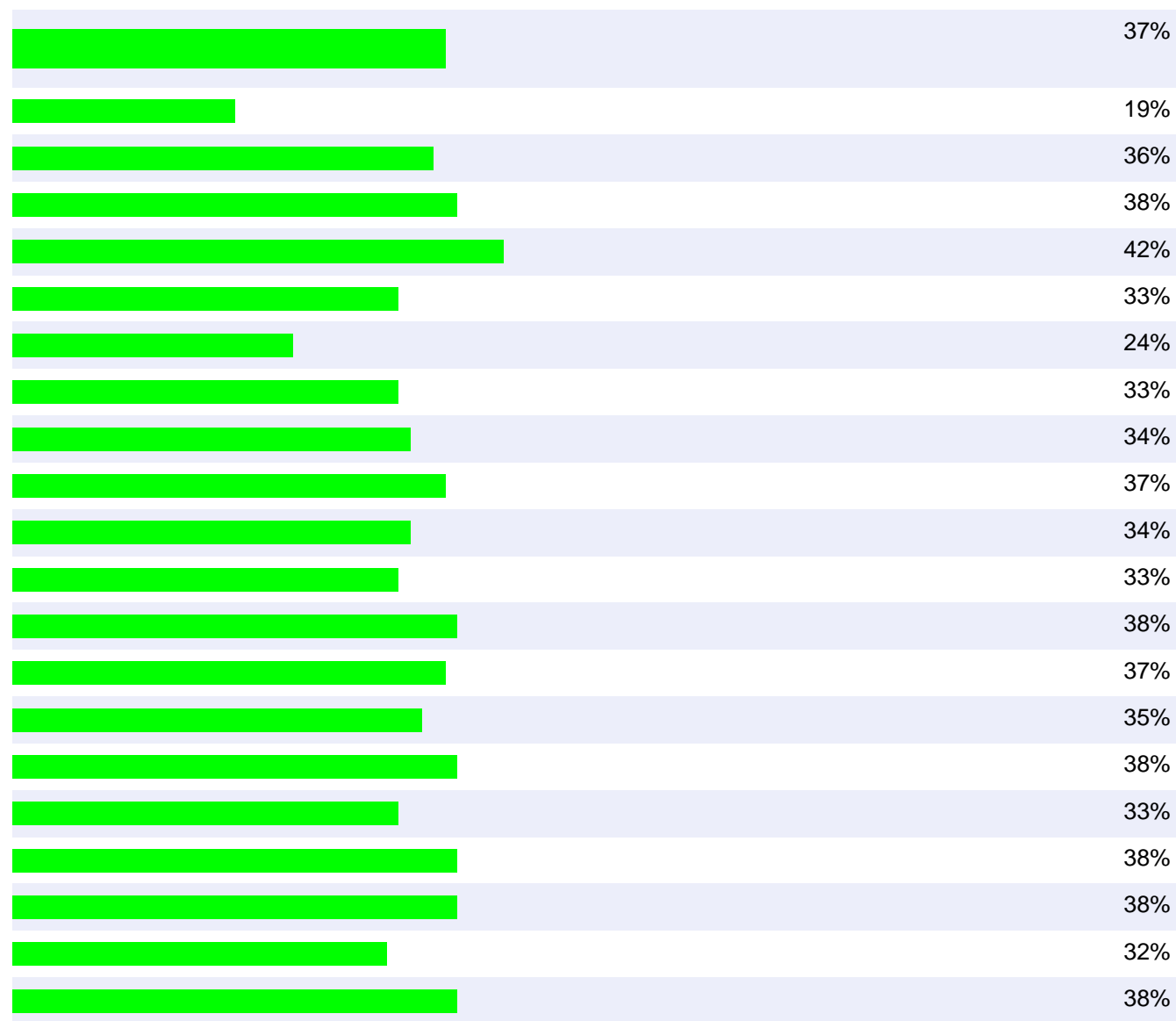
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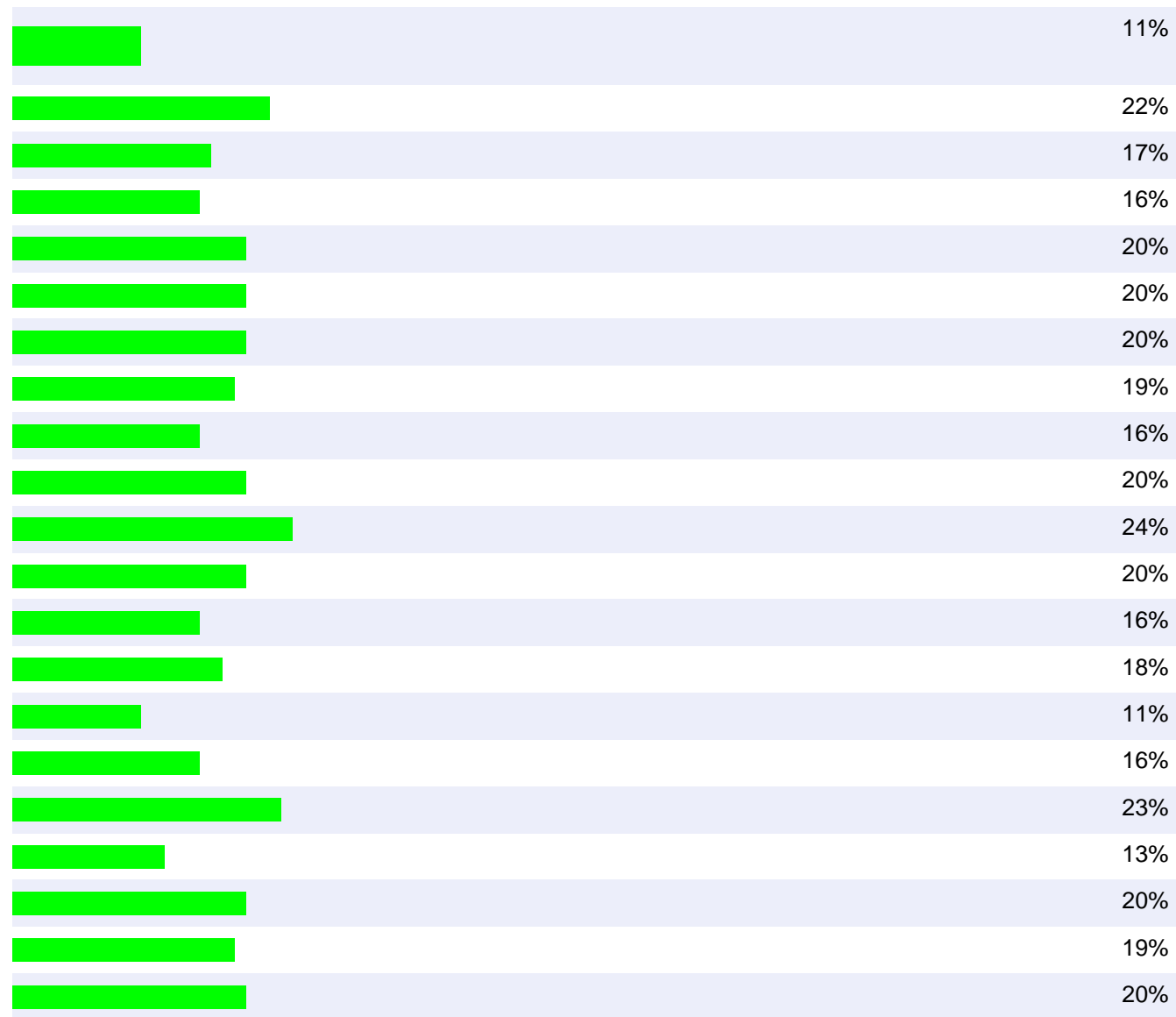
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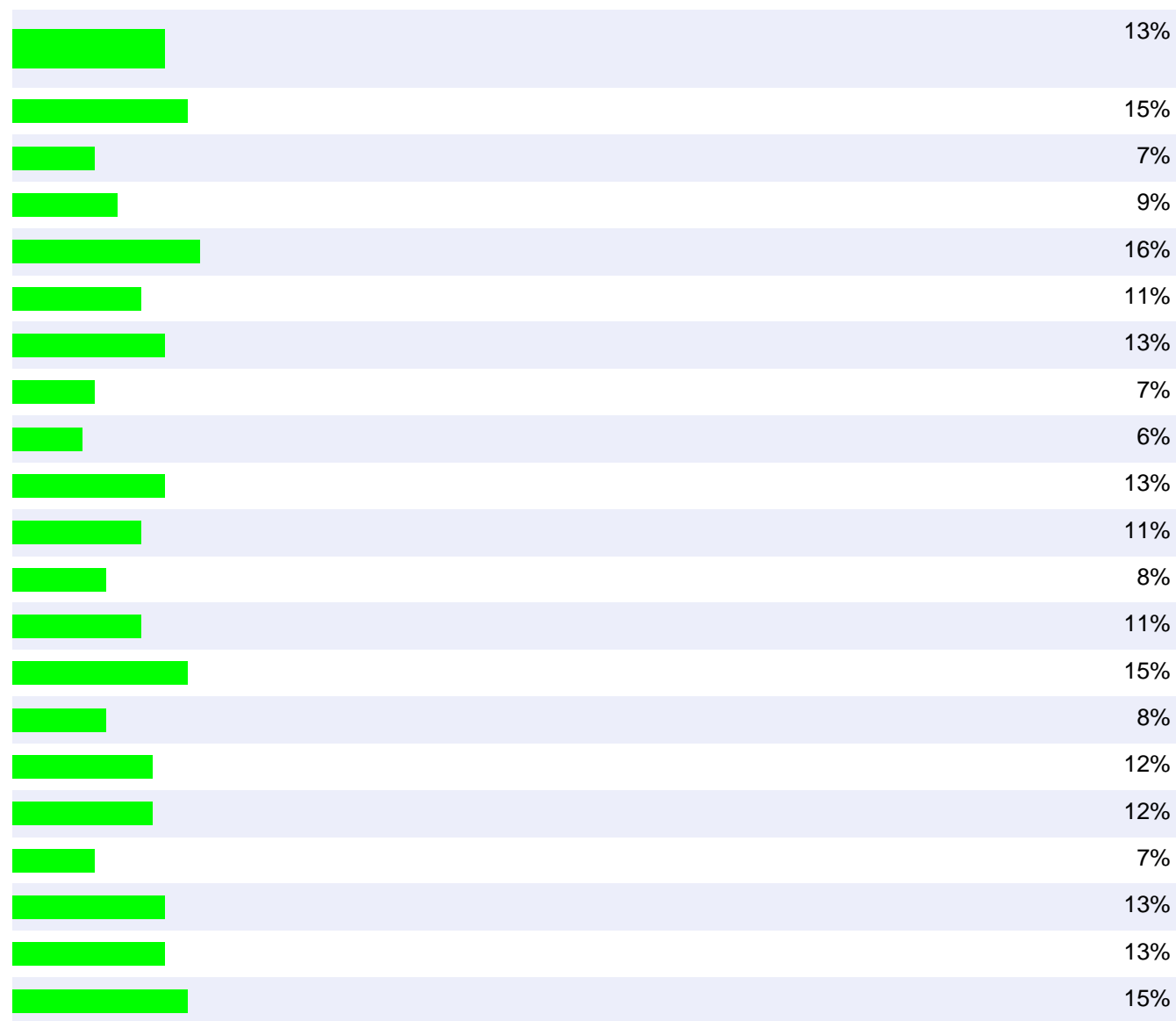
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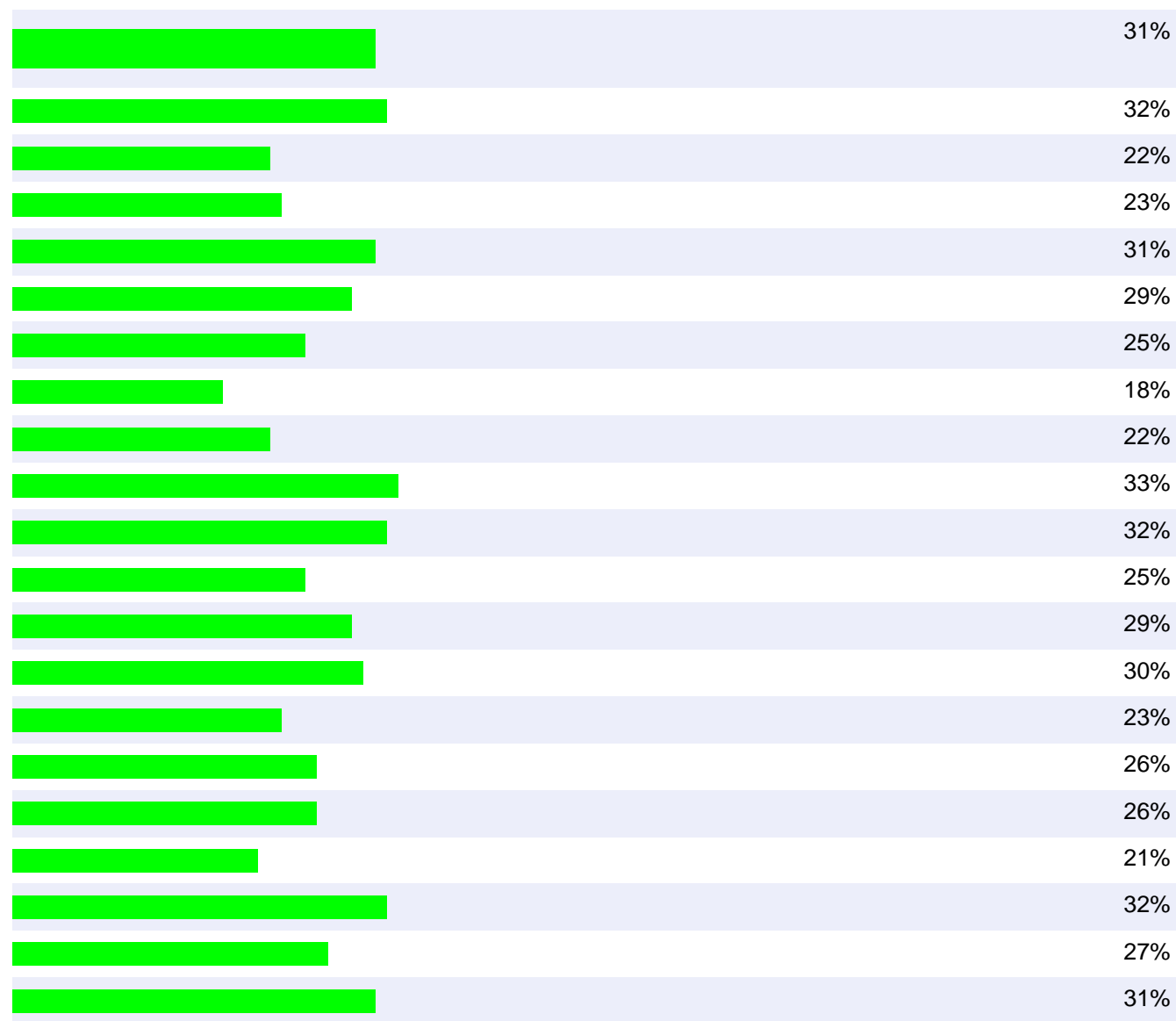
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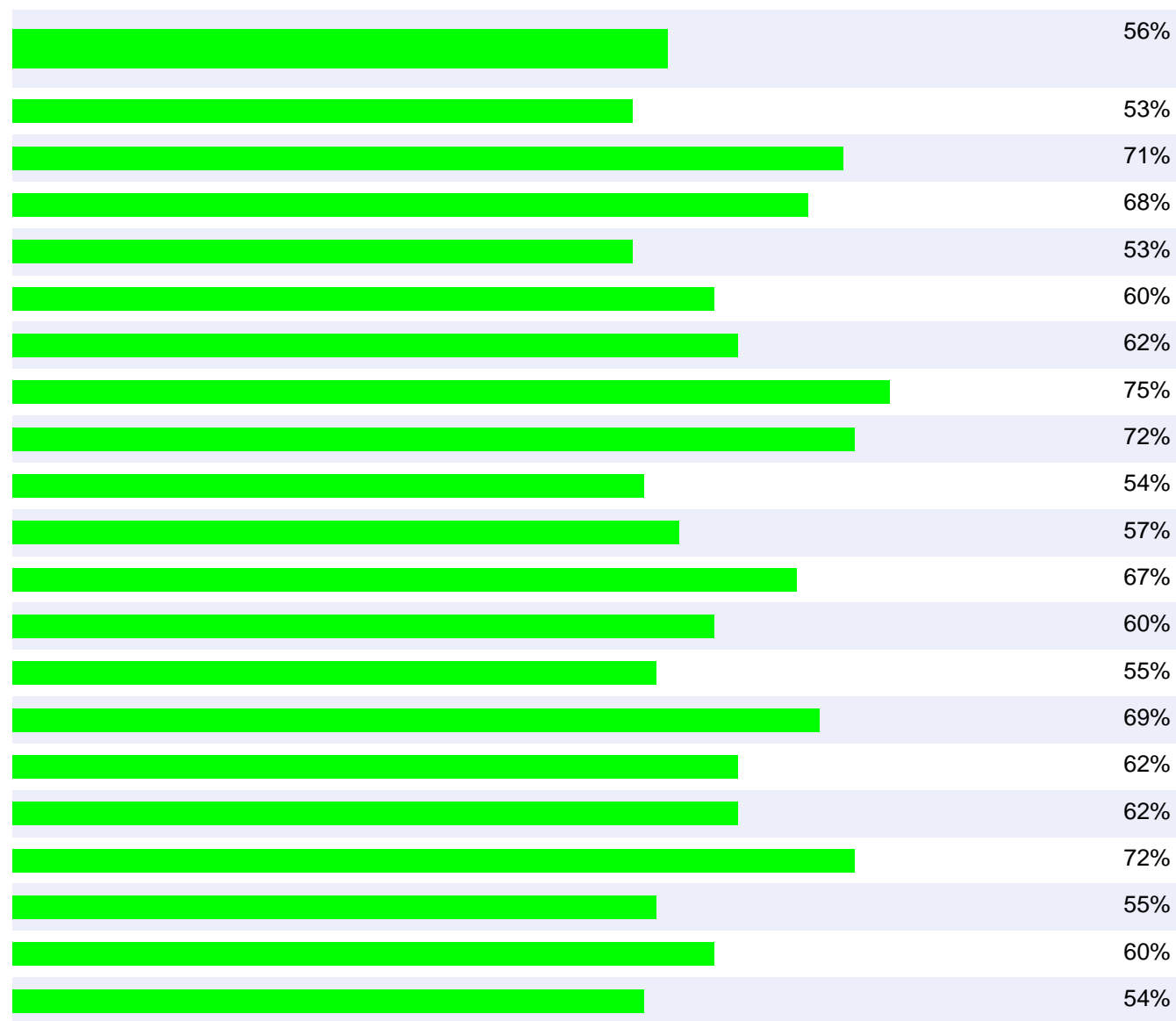
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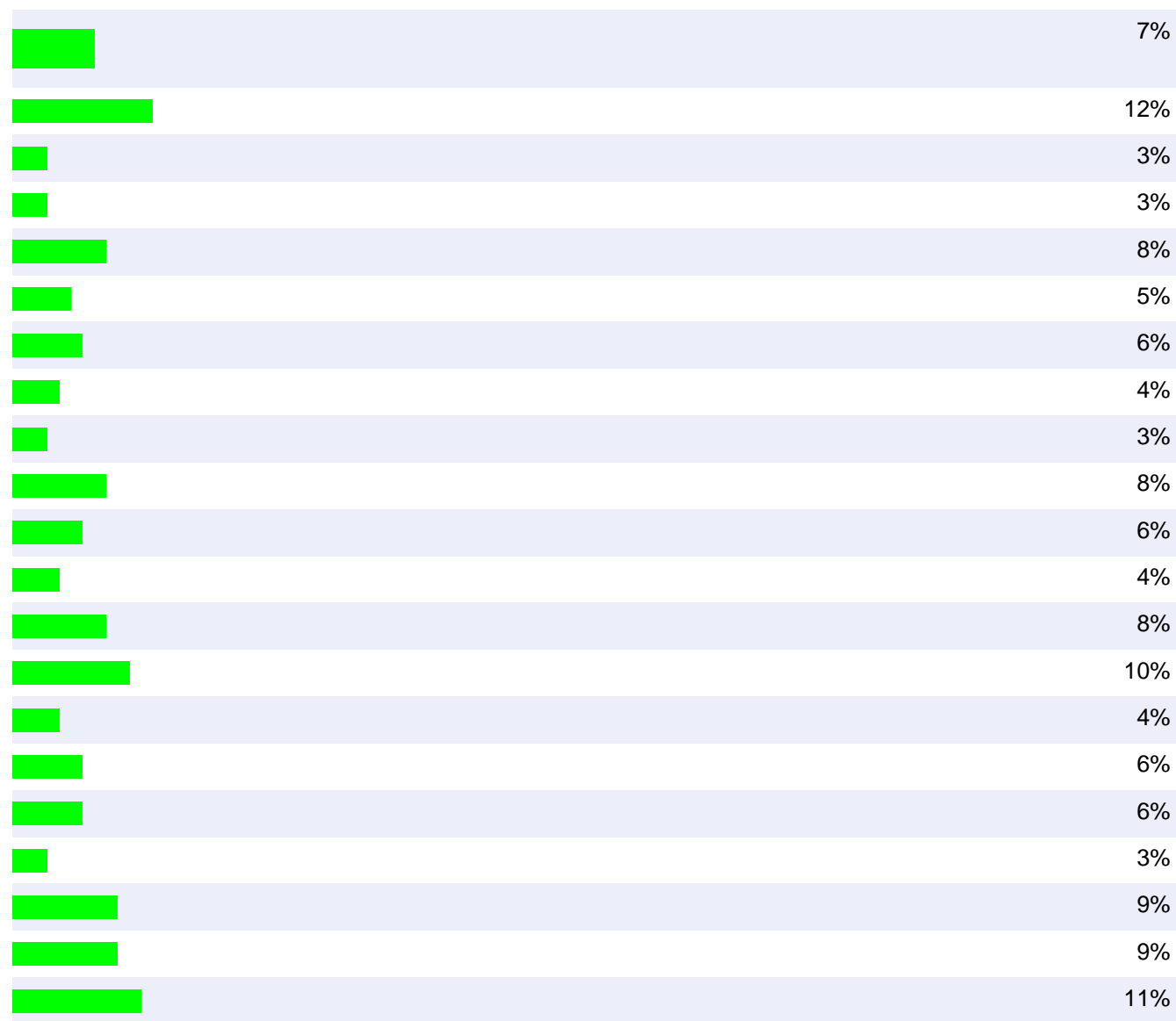
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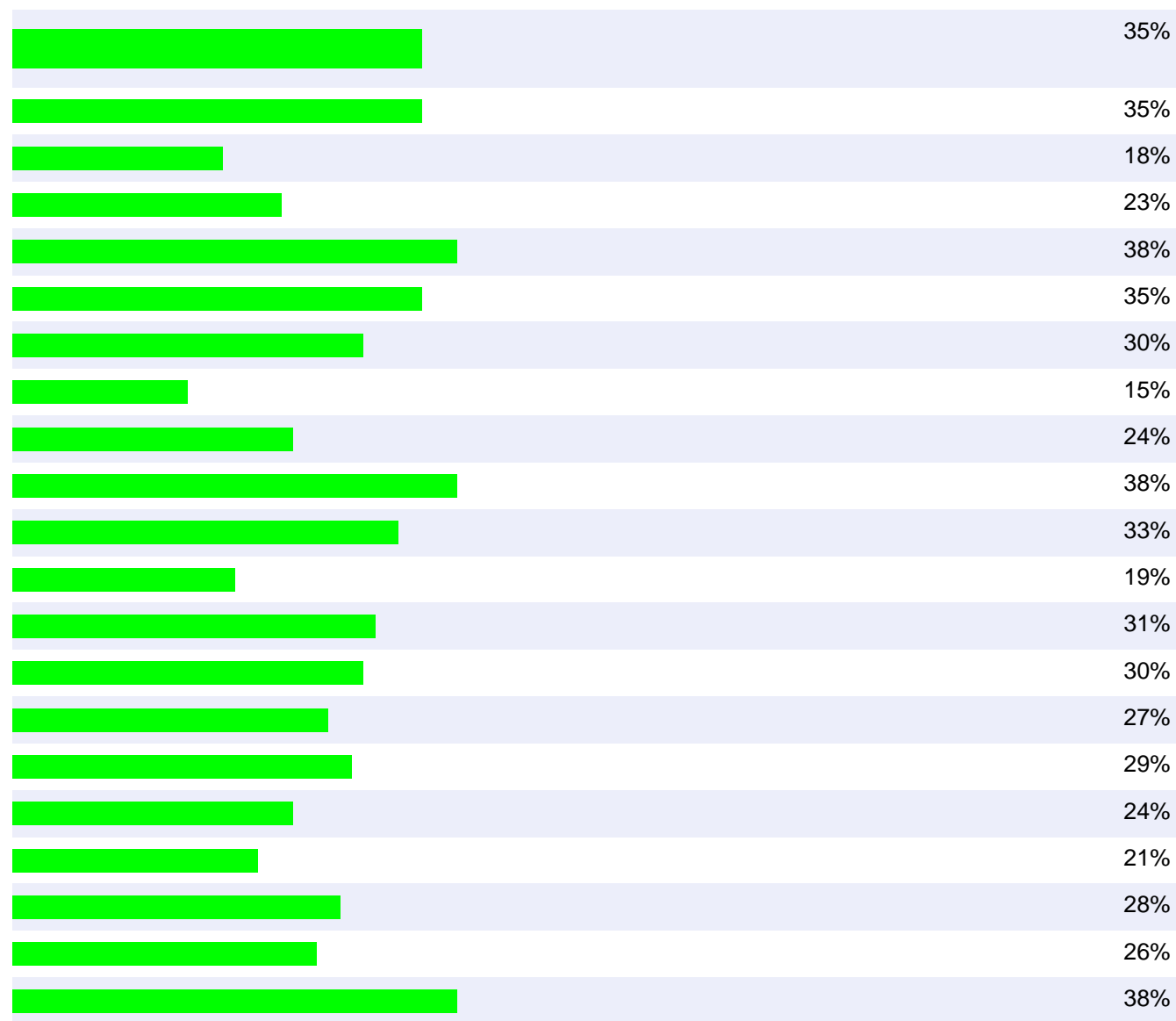
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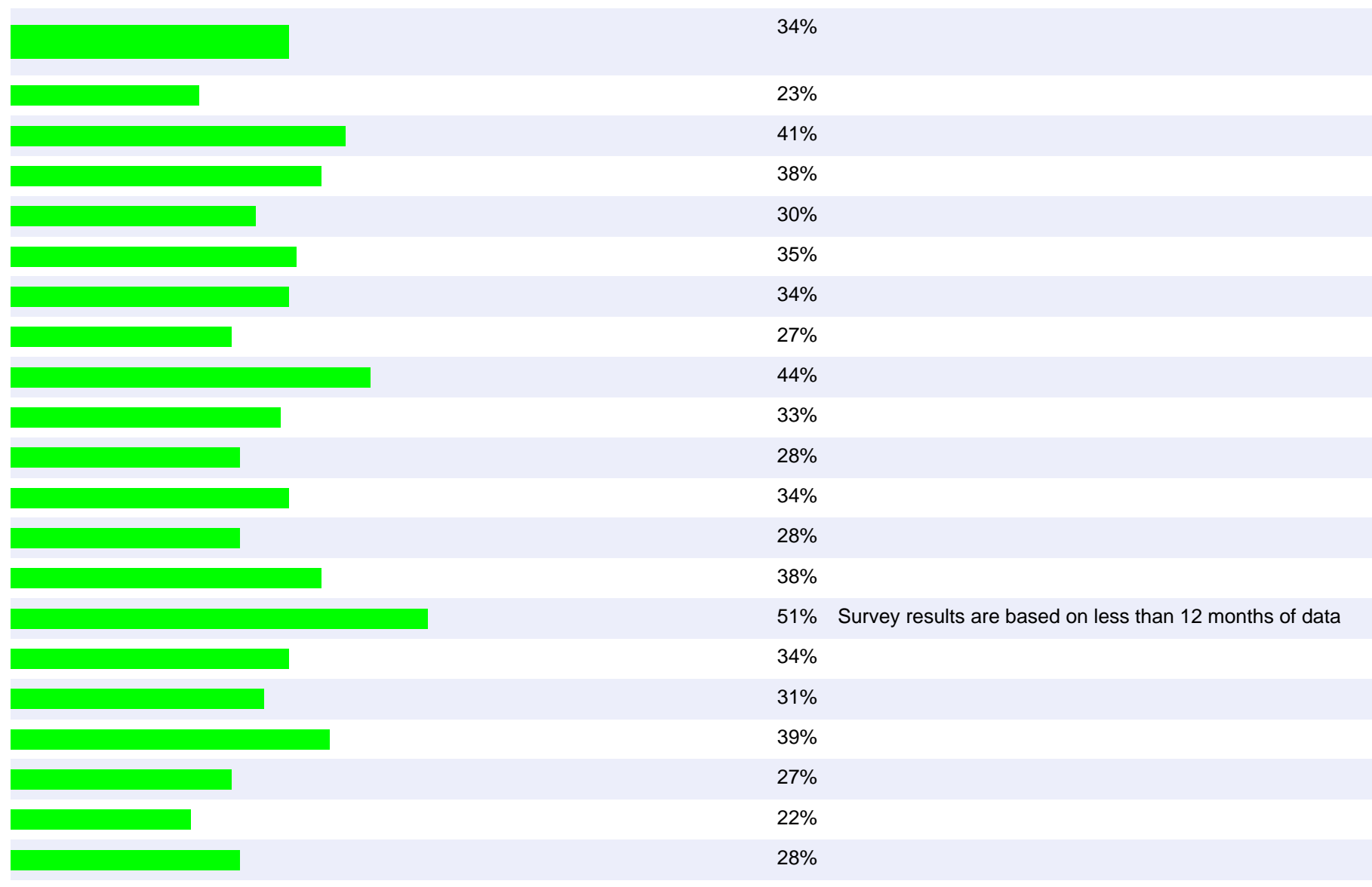
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|                     |
|---------------------|
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| Between 100 and 299 |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| Between 100 and 299 |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |
| 300 or more         |

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|        |  |                             |
|--------|--|-----------------------------|
| 330132 | TLC HEALTH NETWORK                             | 100 MEMORIAL DRIVE          |
| 330135 | BON SECOURS COMMUNITY HOSPITAL                 | 160 EAST MAIN STREET        |
| 330136 | MARY IMOGENE BASSETT HOSPITAL                  | ONE ATWELL ROAD             |
| 330140 | ST JOSEPH'S HOSPITAL HEALTH CENTER             | 301 PROSPECT AVENUE         |
| 330141 | BROOKHAVEN MEMORIAL HOSPITAL<br>MEDICAL CENTER | 101 HOSPITAL ROAD           |
| 330144 | IRA DAVENPORT MEMORIAL HOSPITAL, INC           | 7571 STATE ROUTE 54         |
| 330151 | ST JAMES MERCY HOSPITAL                        | 411 CANISTEO STREET         |
| 330153 | ELLIS HOSPITAL                                 | 1101 NOTT STREET            |
| 330157 | SAMARITAN MEDICAL CENTER                       | 830 WASHINGTON STREET       |
| 330158 | GOOD SAMARITAN HOSPITAL OF SUFFERN             | 255 LAFAYETTE AVENUE        |
| 330160 | STATEN ISLAND UNIVERSITY HOSPITAL              | 475 SEAVIEW AVENUE          |
| 330162 | NORTHERN WESTCHESTER HOSPITAL                  | 400 EAST MAIN STREET        |
| 330163 | EASTERN NIAGARA HOSPITAL                       | 521 EAST AVENUE             |
| 330164 | HIGHLAND HOSPITAL                              | 1000 SOUTH AVENUE           |
| 330166 | WESTFIELD MEMORIAL HOSPITAL, INC               | 189 EAST MAIN STREET        |
| 330167 | WINTHROP-UNIVERSITY HOSPITAL                   | 259 FIRST STREET            |
| 330169 | BETH ISRAEL MEDICAL CENTER                     | FIRST AVENUE AT 16TH STREET |
| 330175 | CORTLAND REGIONAL MEDICAL CENTER,<br>INC       | 134 HOMER AVENUE            |

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|  |               |    |
|--|---------------|----|
|  | GOWANDA       | NY |
|  | PORT JERVIS   | NY |
|  | COOPERSTOWN   | NY |
|  | SYRACUSE      | NY |
|  | PATCHOGUE     | NY |
|  | BATH          | NY |
|  | HORNELL       | NY |
|  | SCHENECTADY   | NY |
|  | WATERTOWN     | NY |
|  | SUFFERN       | NY |
|  | STATEN ISLAND | NY |
|  | MOUNT KISCO   | NY |
|  | LOCKPORT      | NY |
|  | ROCHESTER     | NY |
|  | WESTFIELD     | NY |
|  | MINEOLA       | NY |
|  | NEW YORK      | NY |
|  | CORTLAND      | NY |

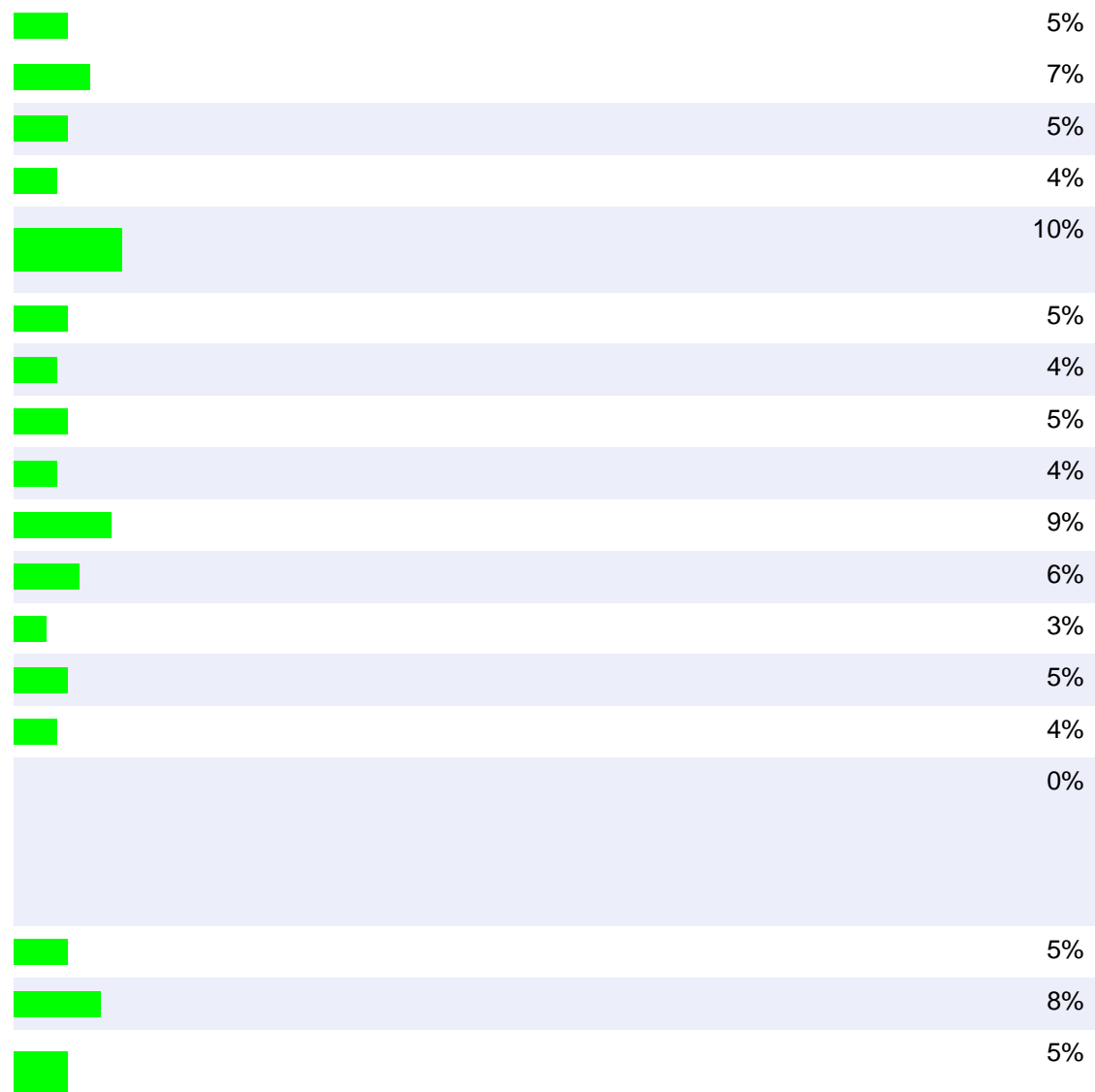
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|       |             |            |
|-------|-------------|------------|
| 14070 | CATTARAUGUS | 7165323377 |
| 12771 | ORANGE      | 8458565351 |
| 13326 | OTSEGO      | 6075473456 |
| 13203 | ONONDAGA    | 3154485111 |
| 11772 | SUFFOLK     | 6316547100 |
| 14810 | STEUBEN     | 6077768500 |
| 14843 | STEUBEN     | 6073248000 |
| 12308 | SCHENECTADY | 5182434196 |
| 13601 | JEFFERSON   | 3157854121 |
| 10901 | ROCKLAND    | 9143685000 |
| 10305 | RICHMOND    | 7182269000 |
| 10549 | WESTCHESTER | 9146661200 |
| 14094 | NIAGARA     | 7165145700 |
| 14620 | MONROE      | 5854732200 |
| 14787 | CHAUTAUQUA  | 7163264921 |
| 11501 | NASSAU      | 5166630333 |
| 10003 | NEW YORK    | 2124202000 |
| 13045 | CORTLAND    | 6077563500 |

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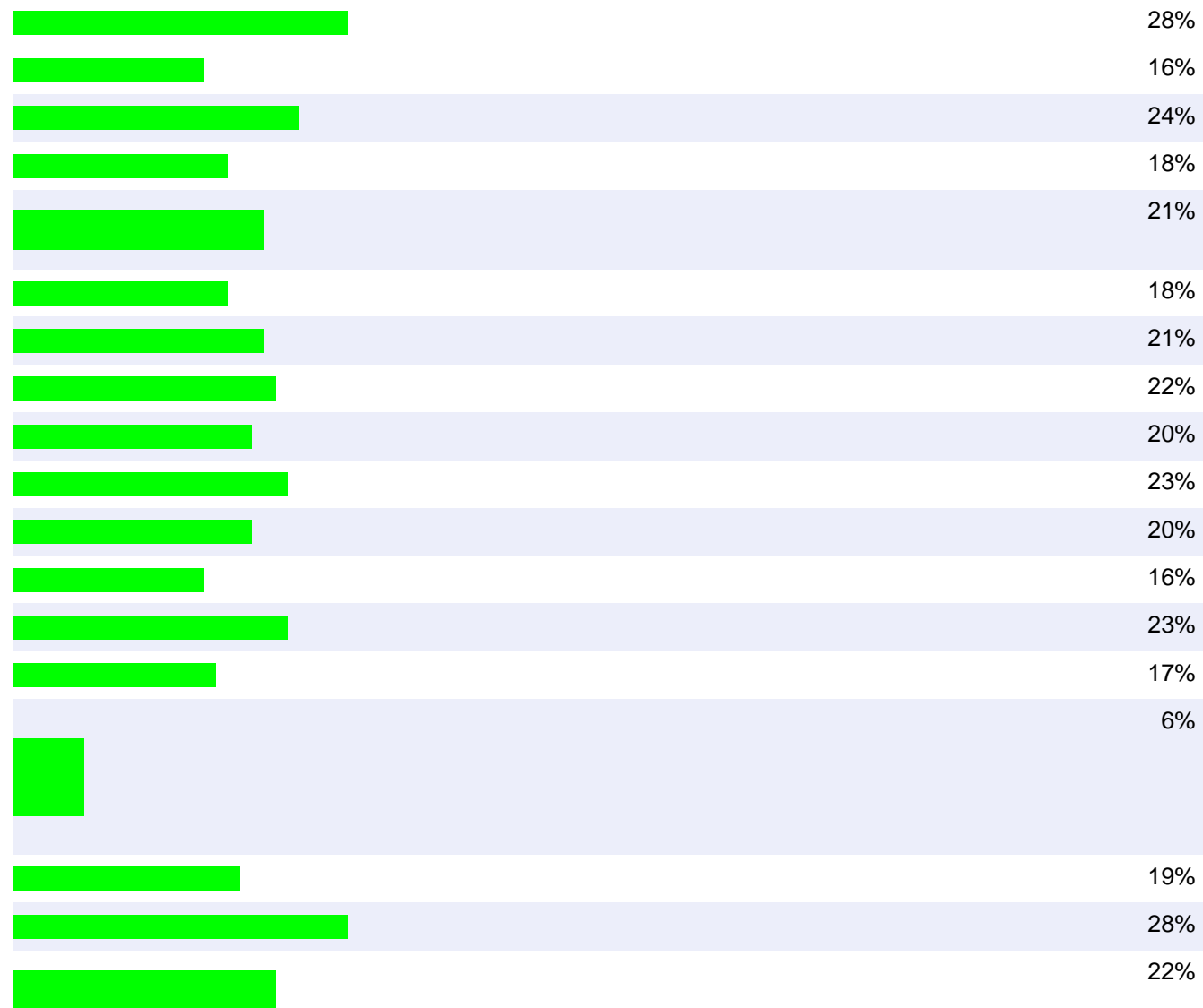
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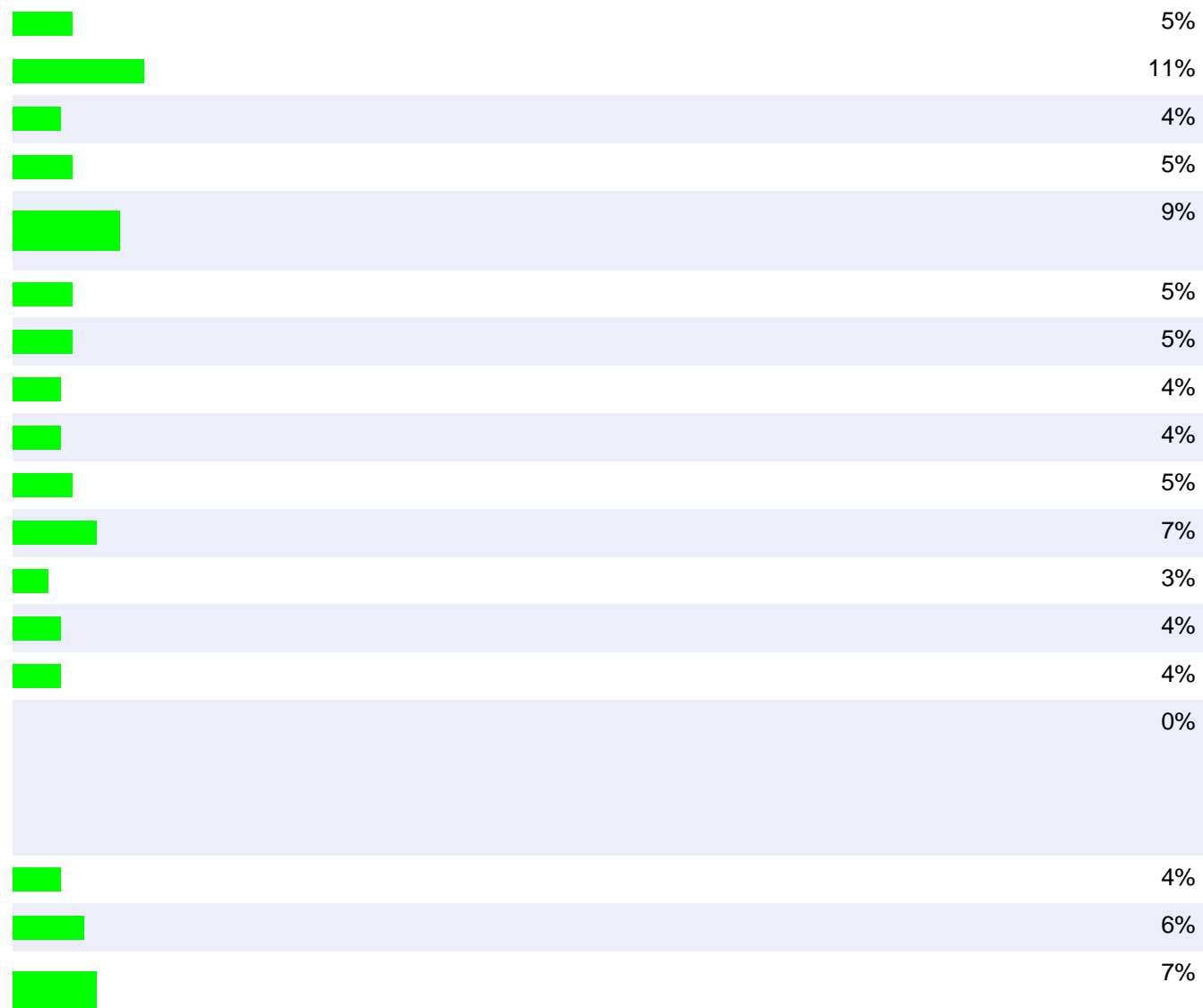
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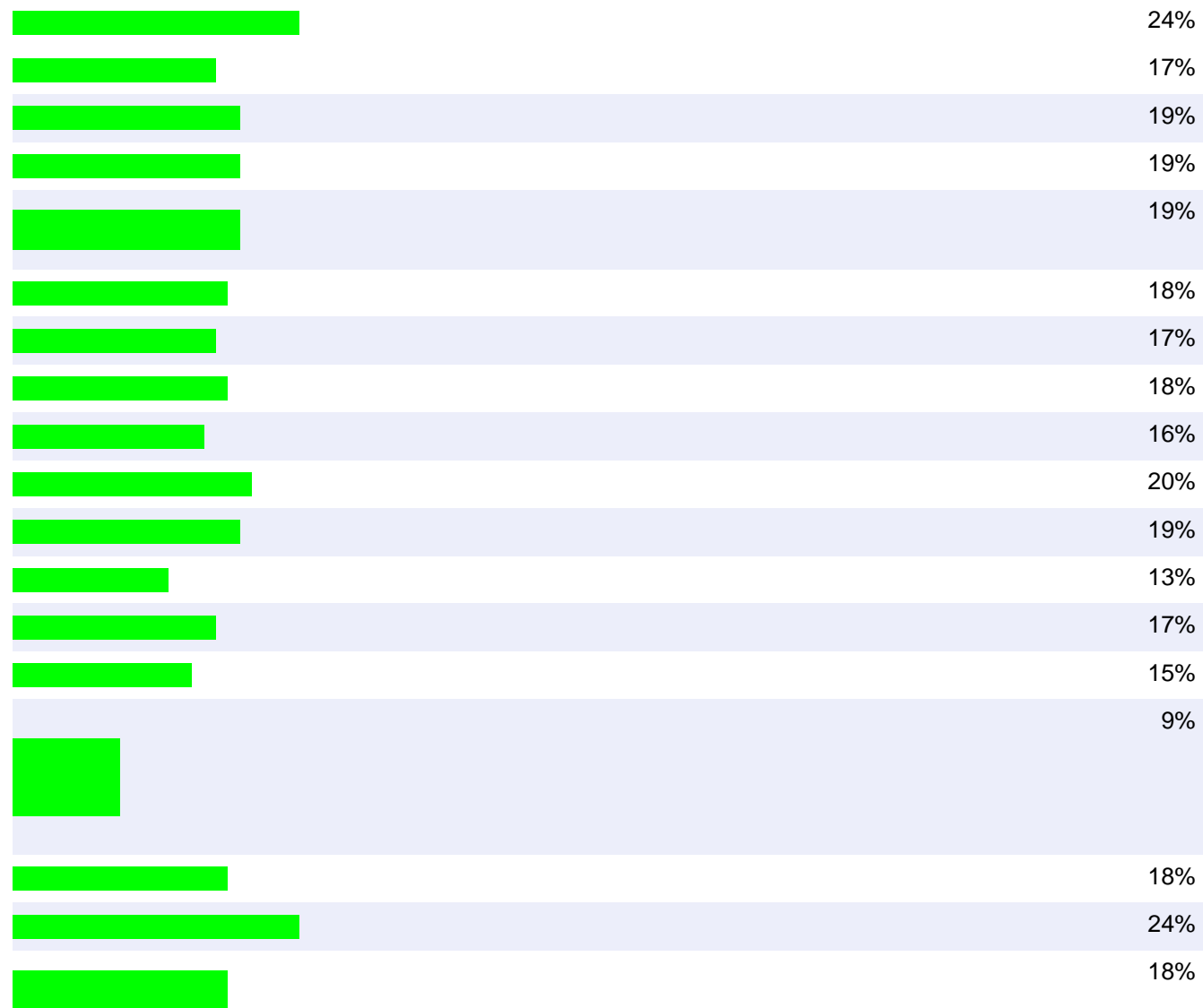
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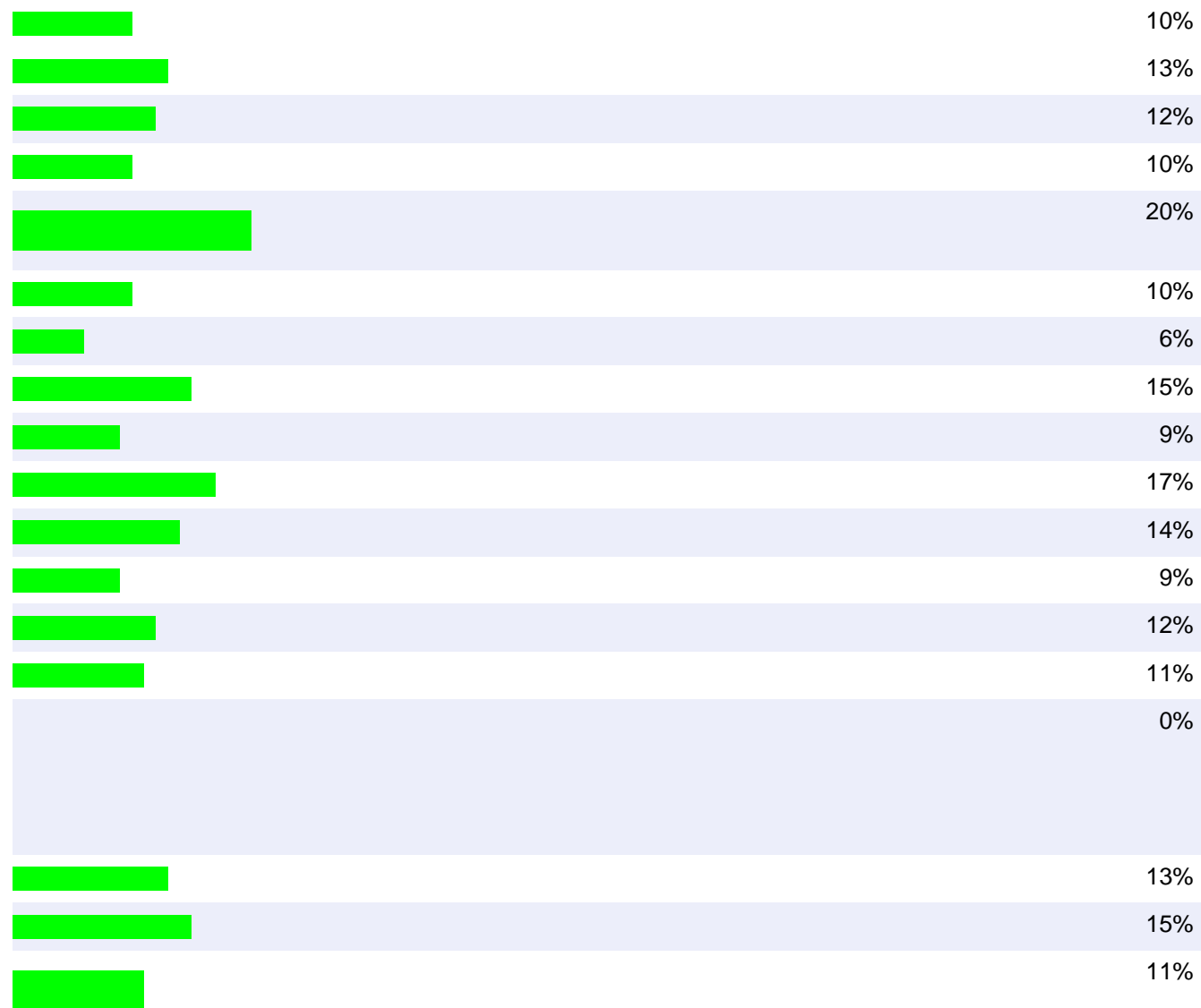
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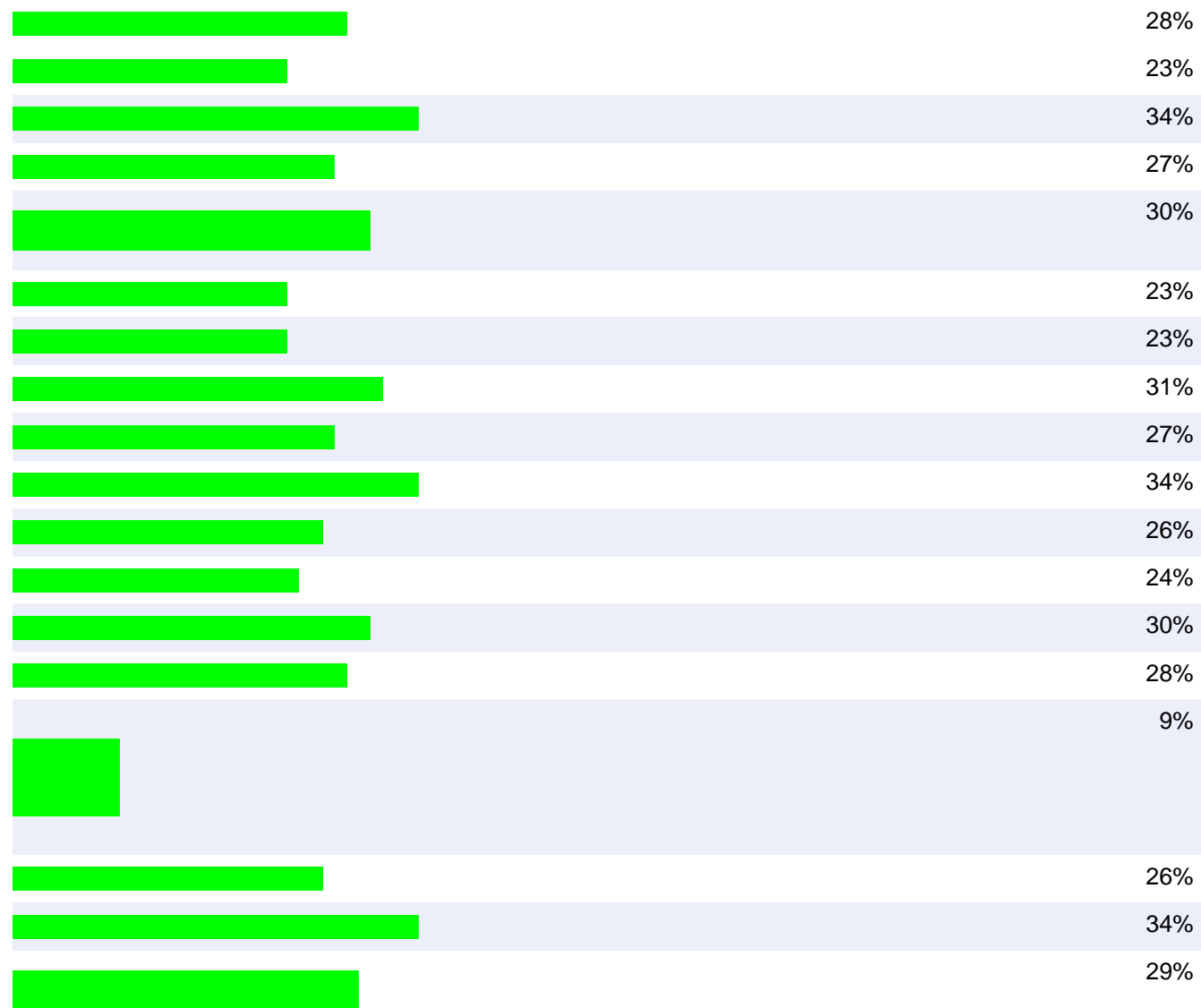
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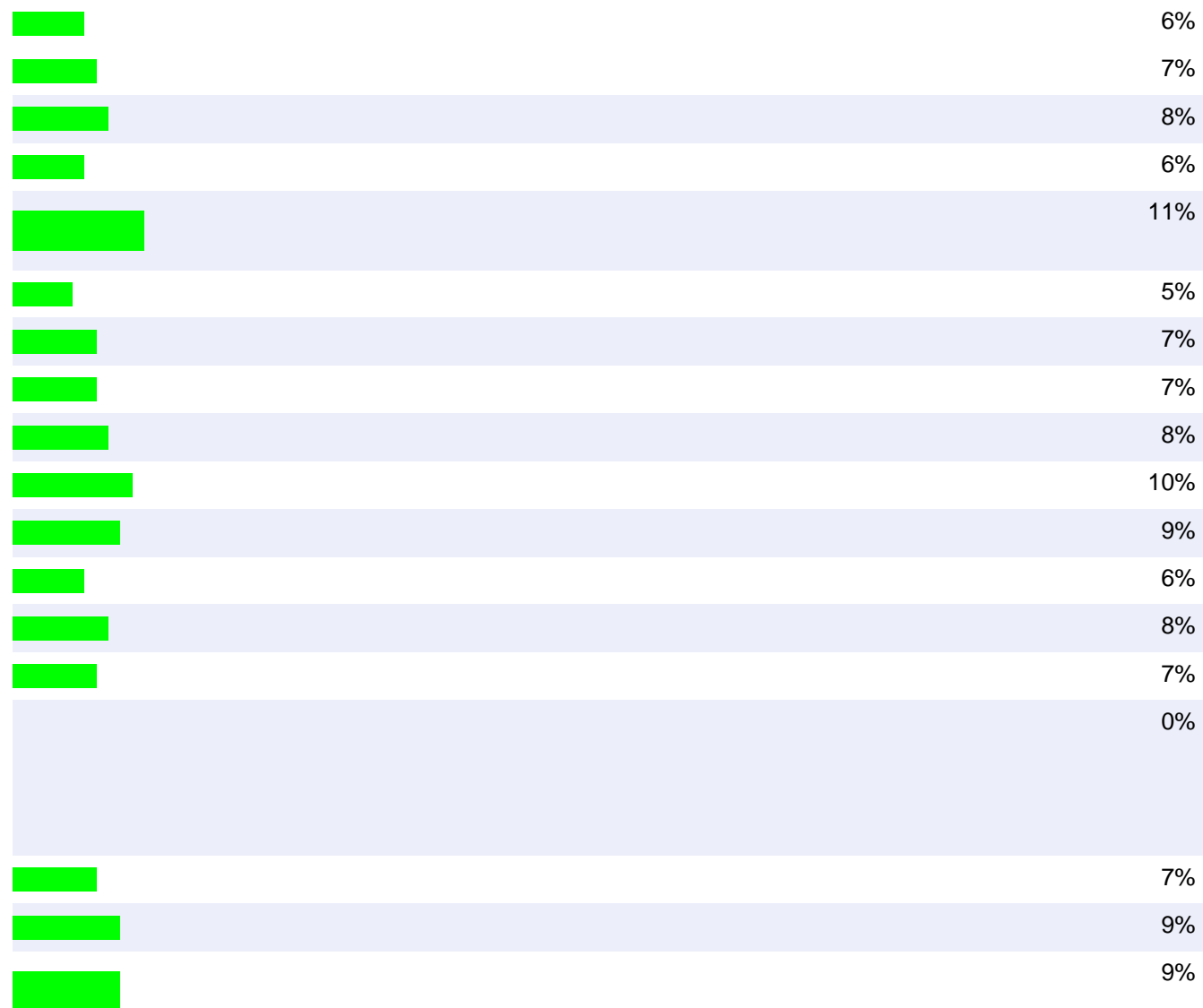
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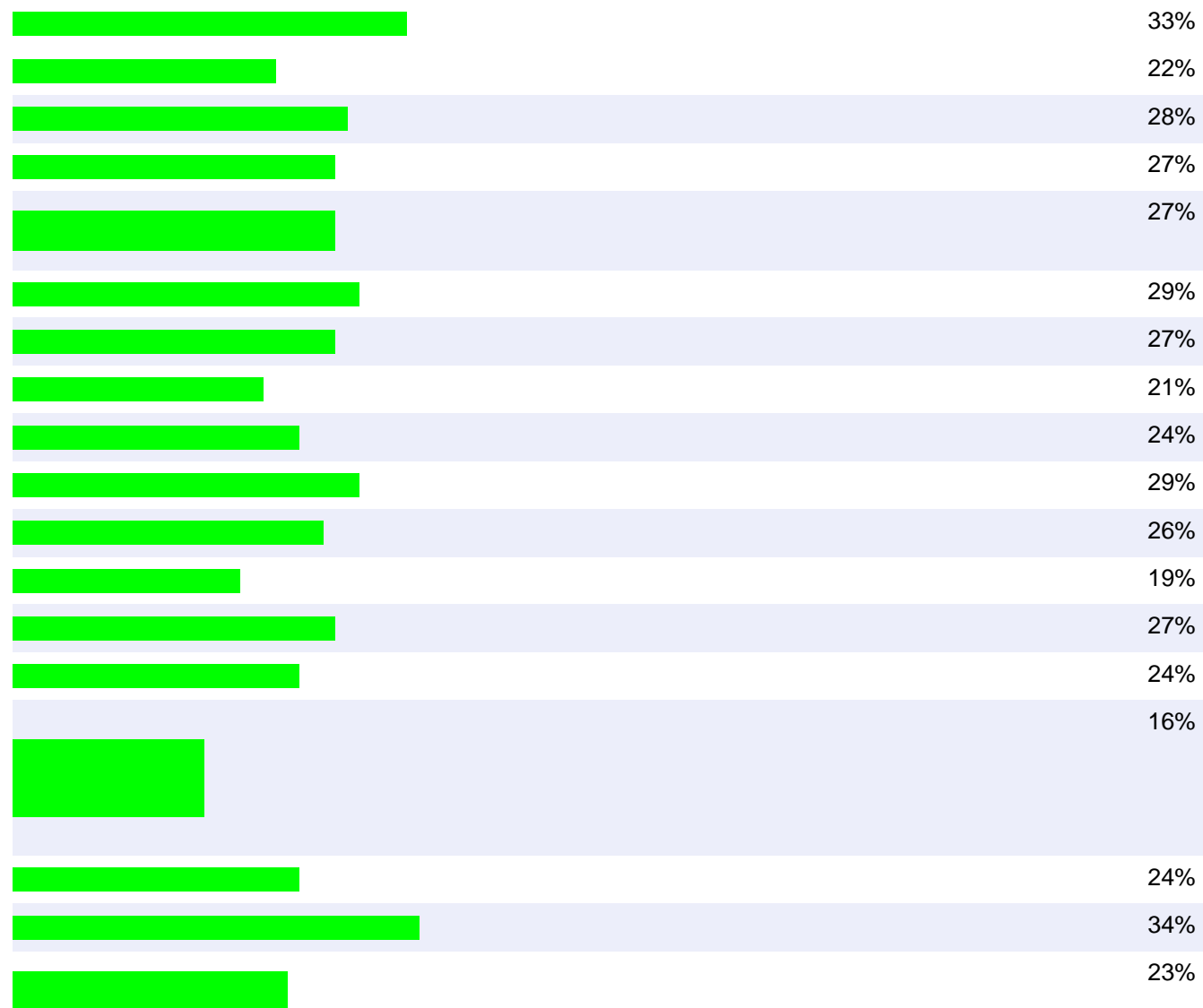
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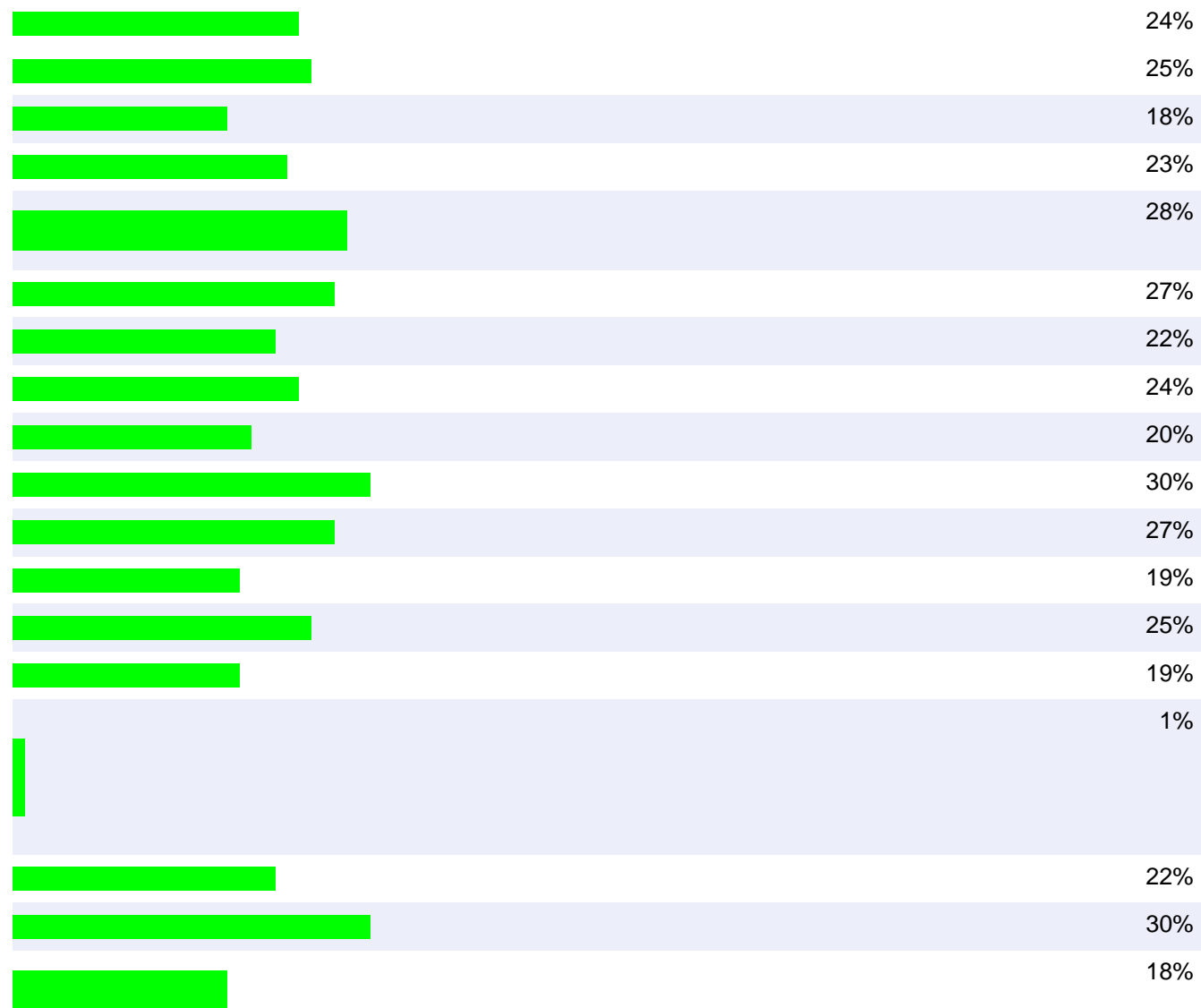
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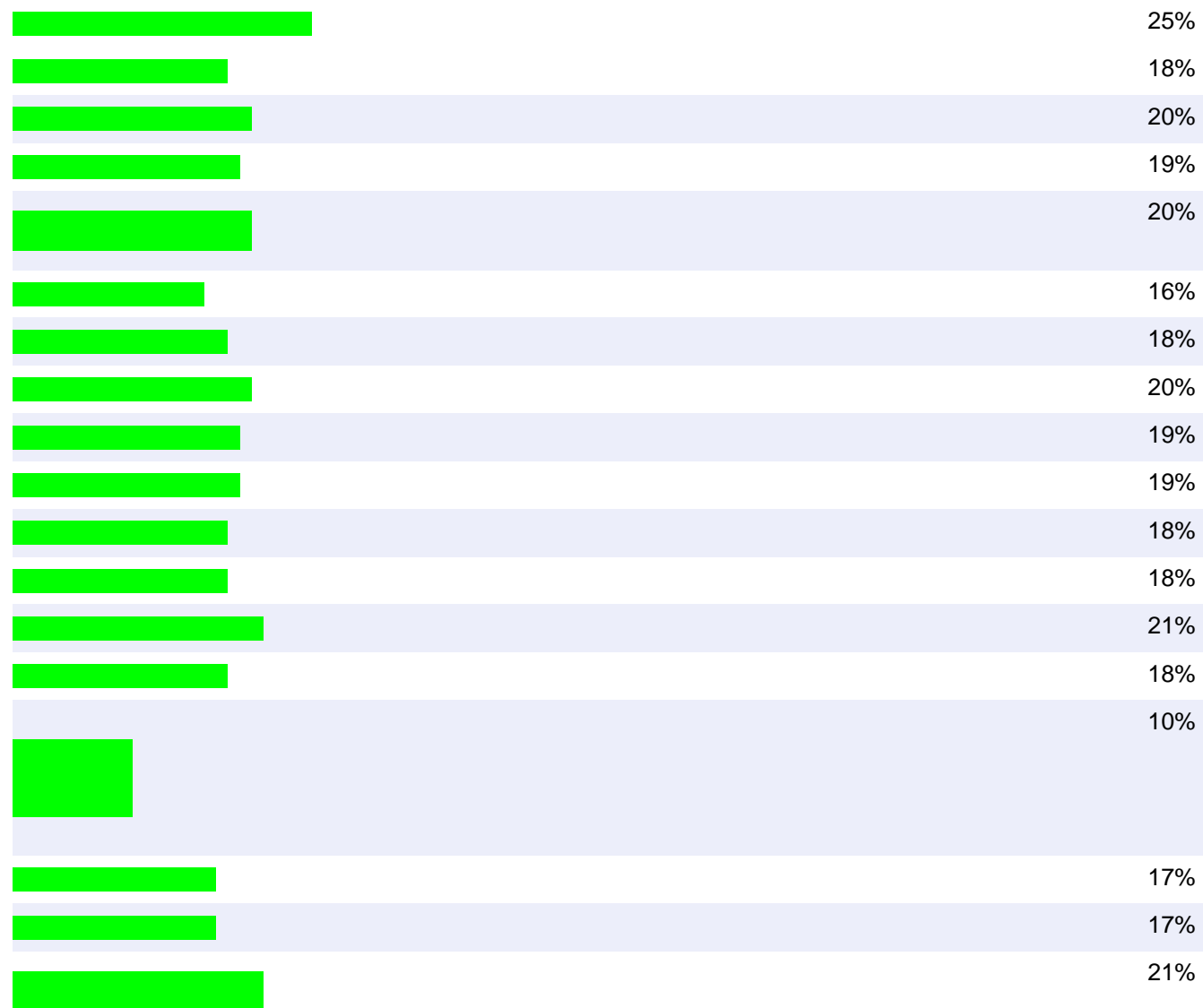
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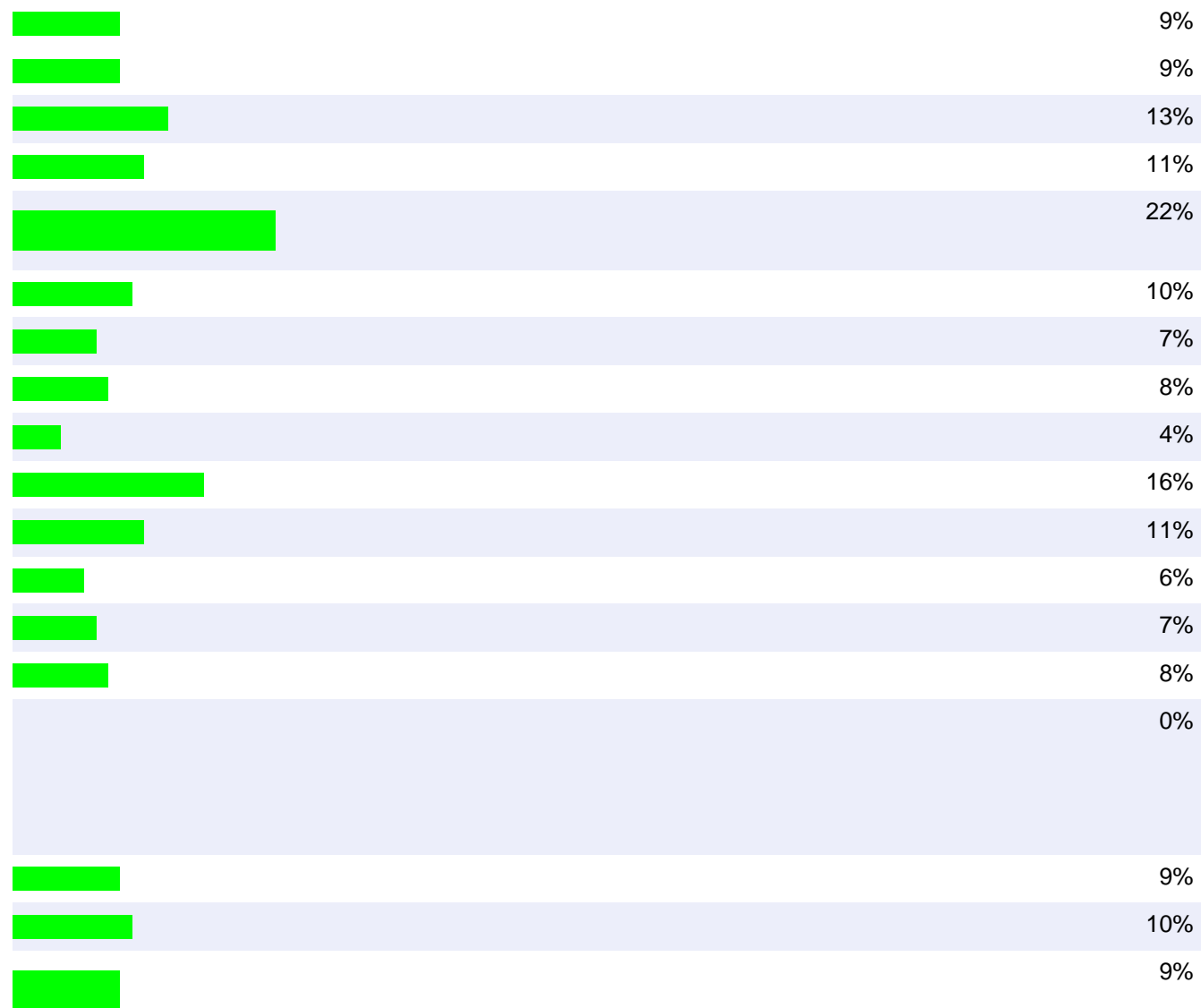
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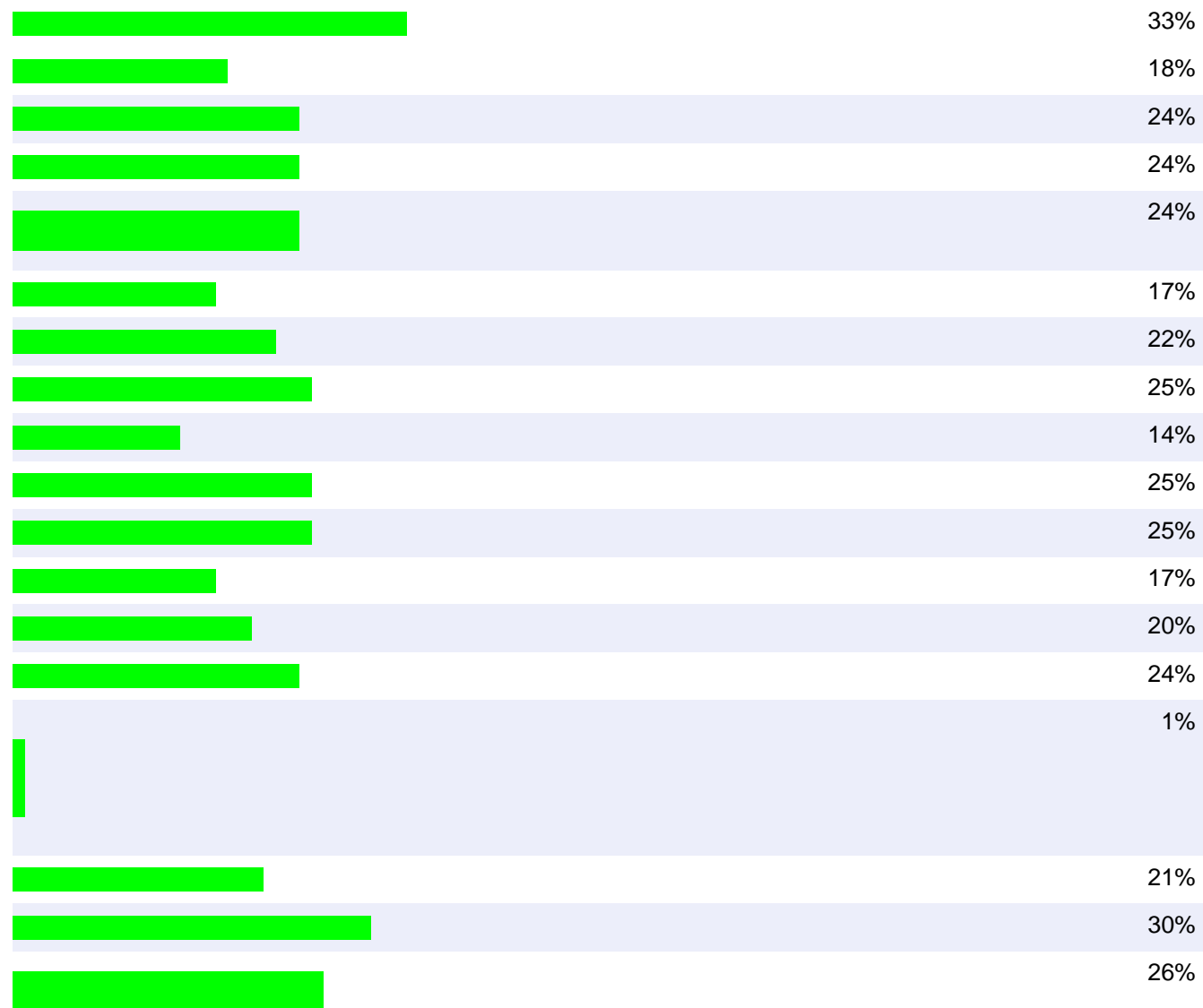
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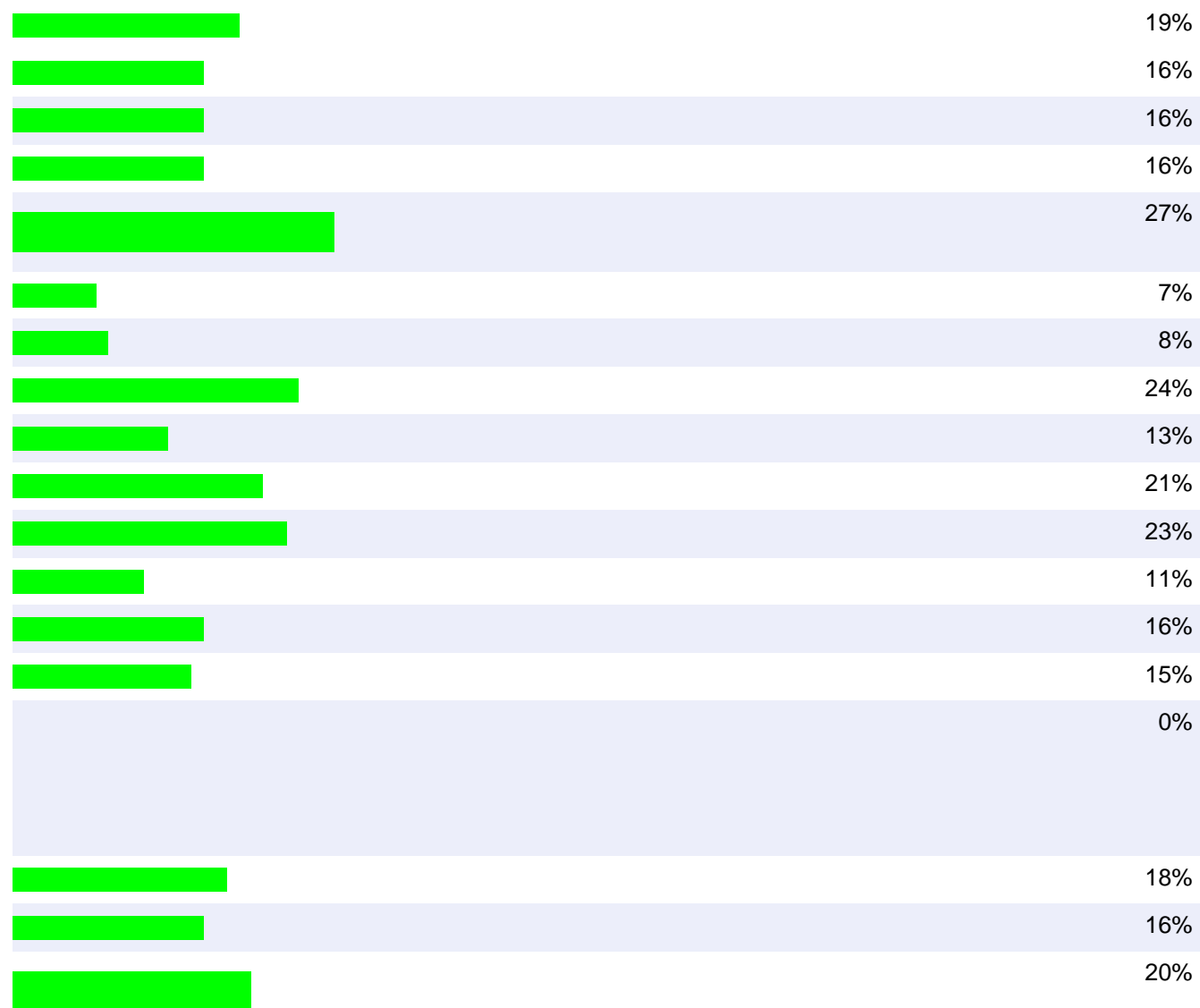
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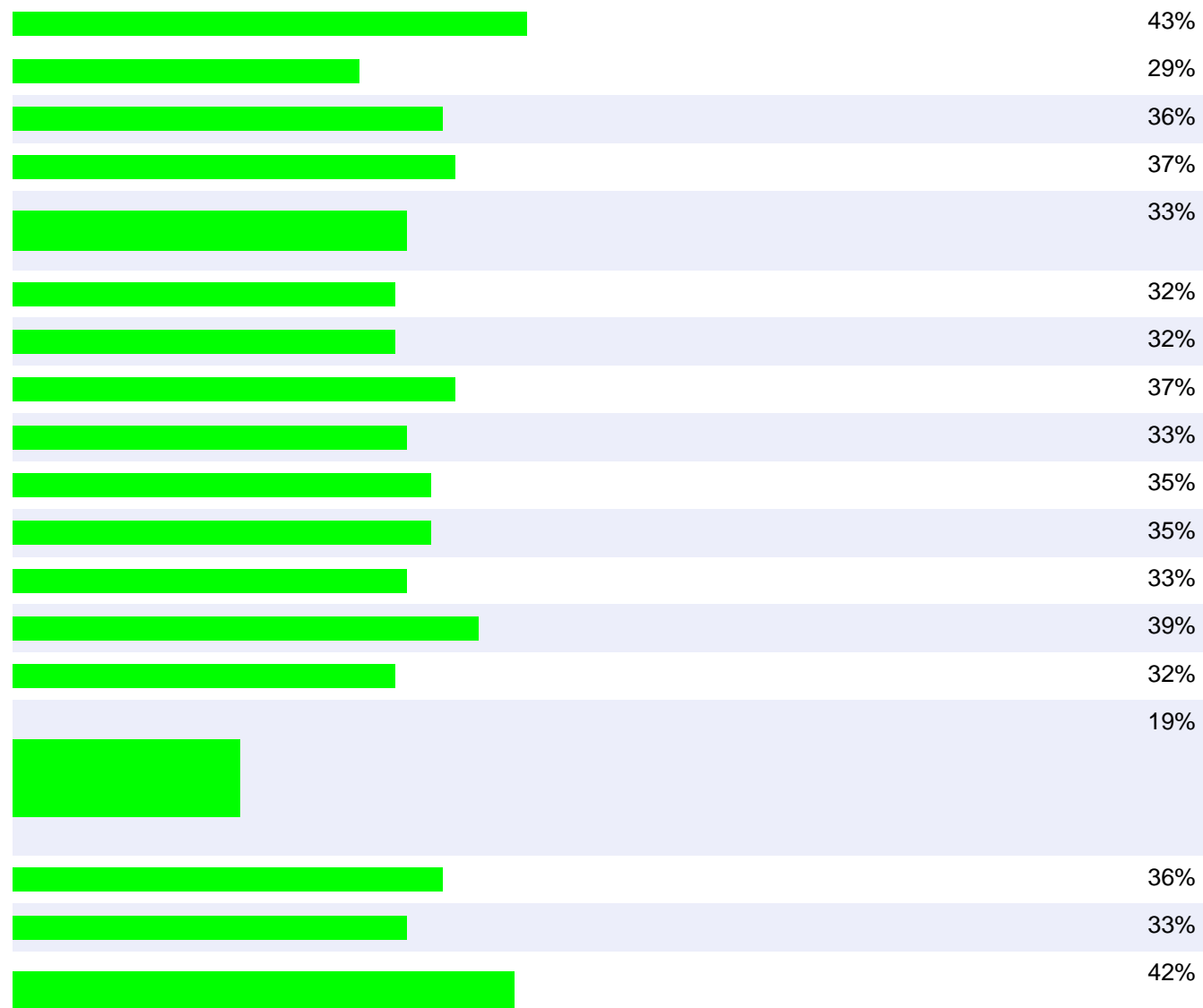
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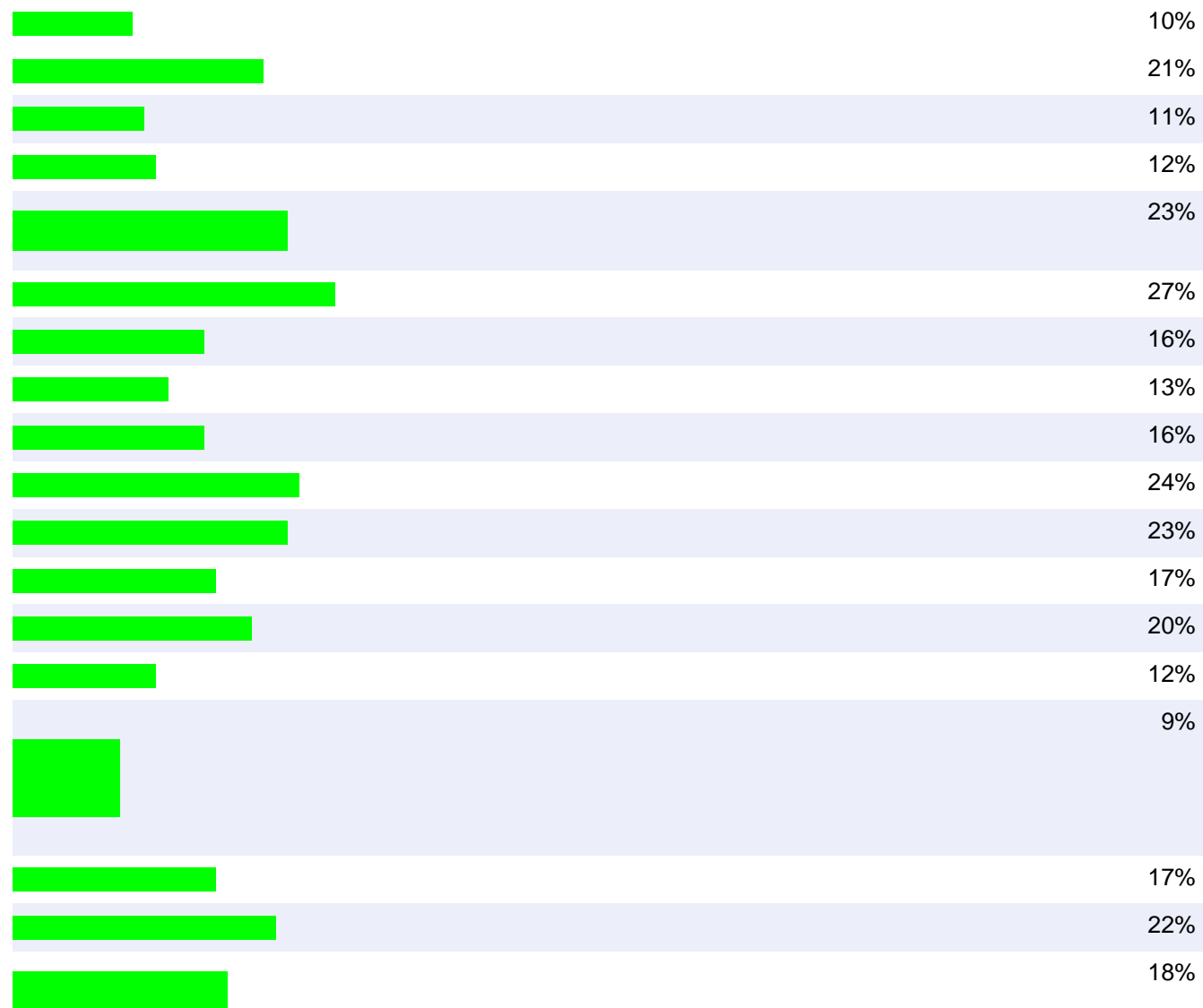
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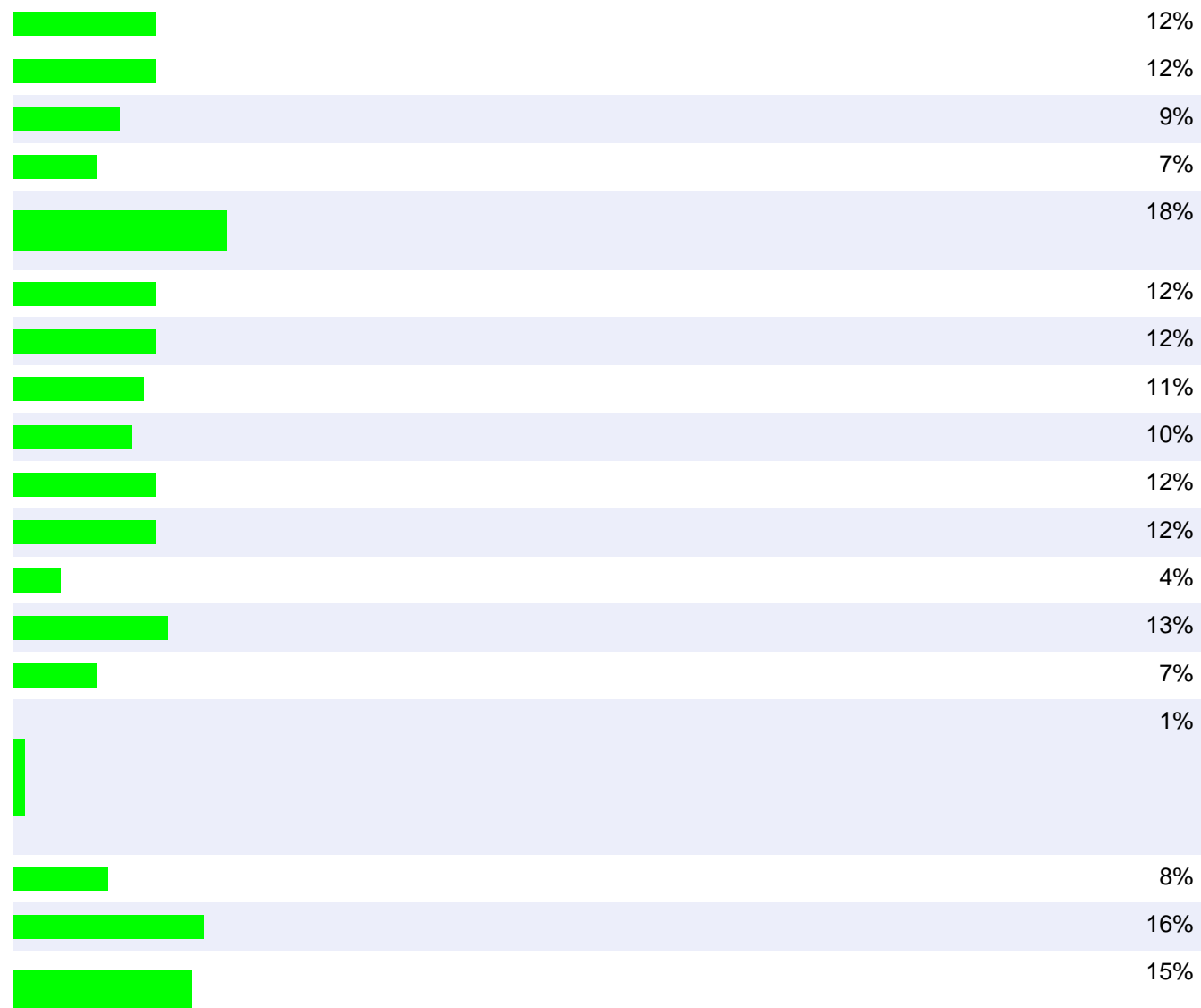
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



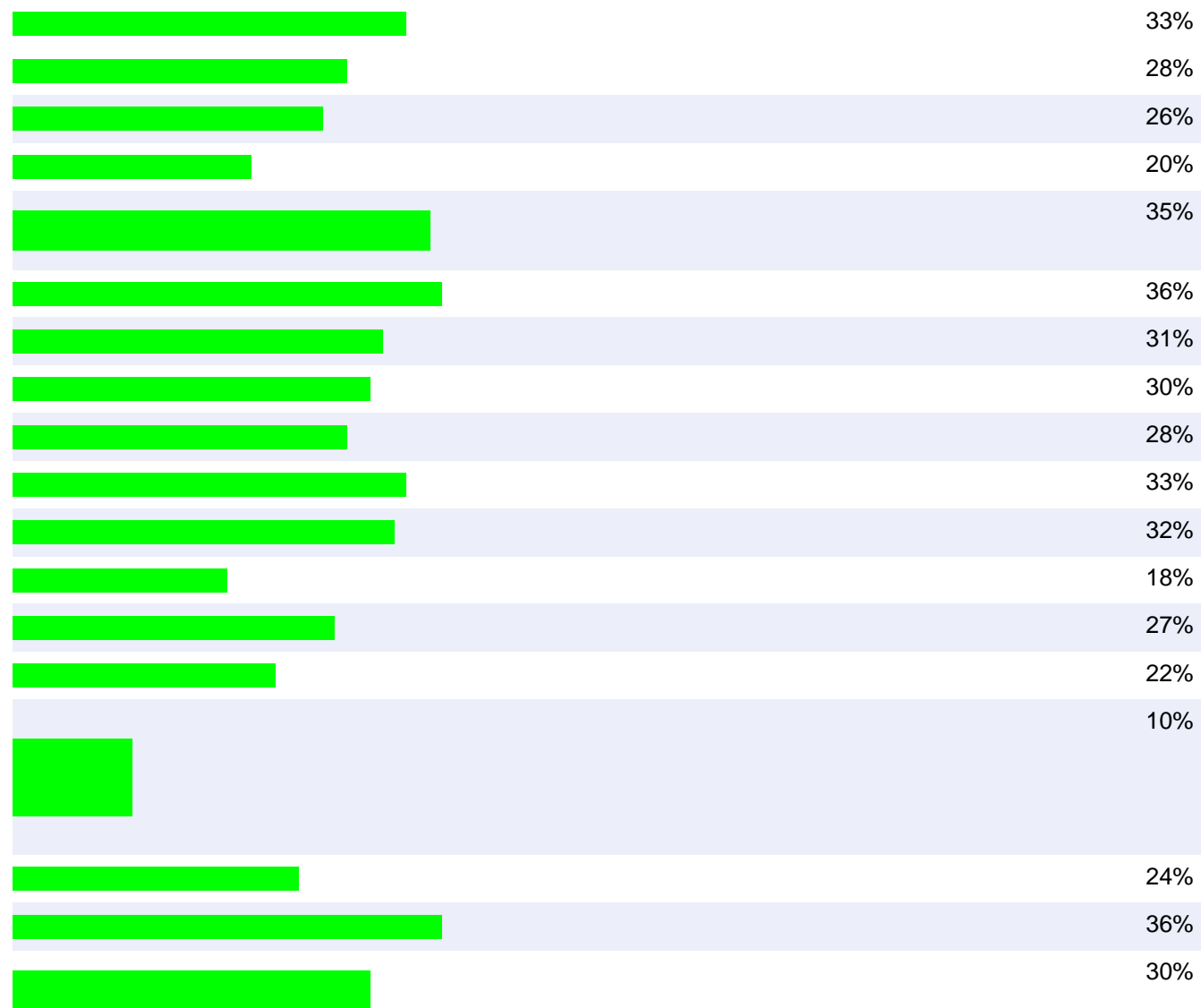
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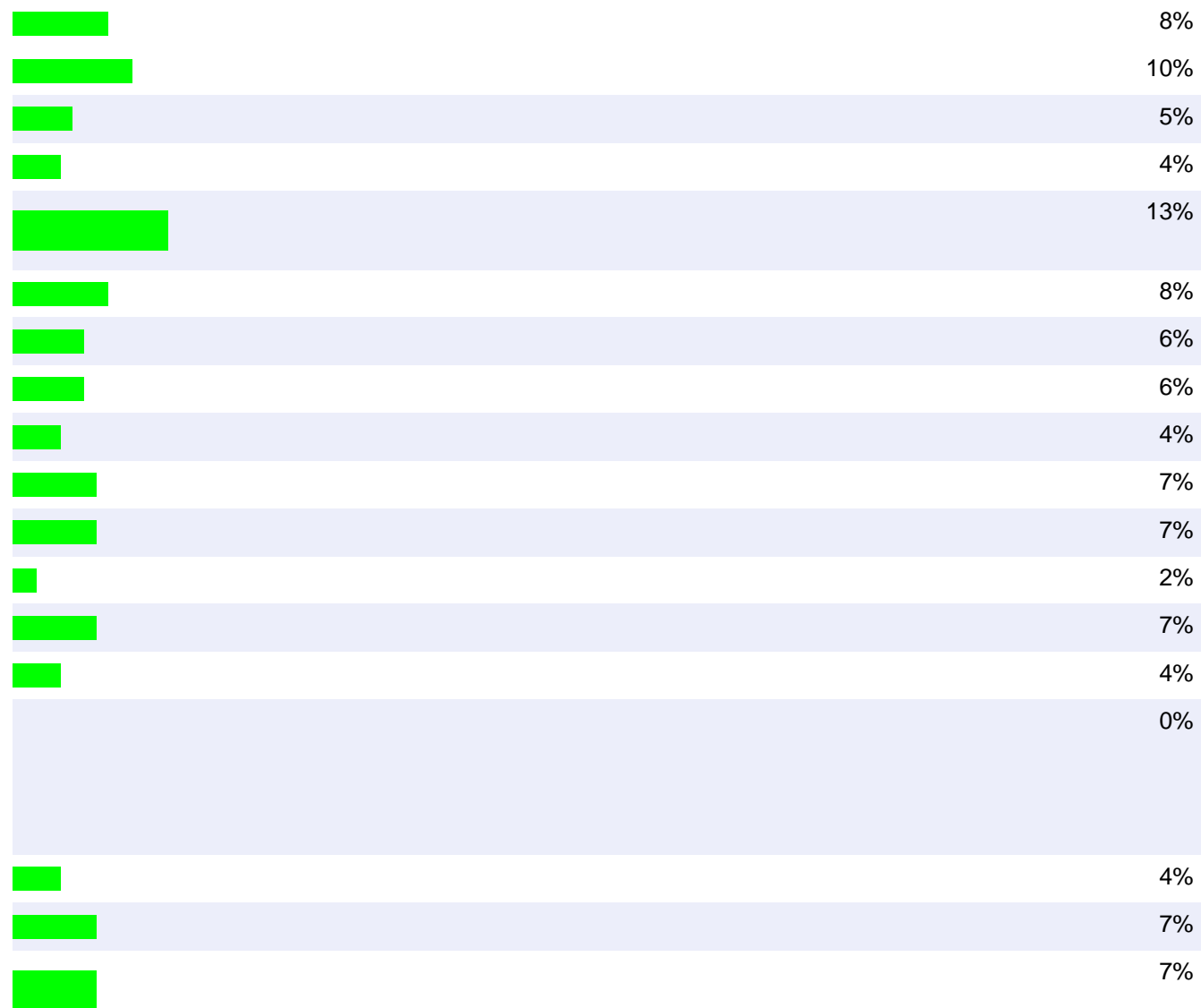
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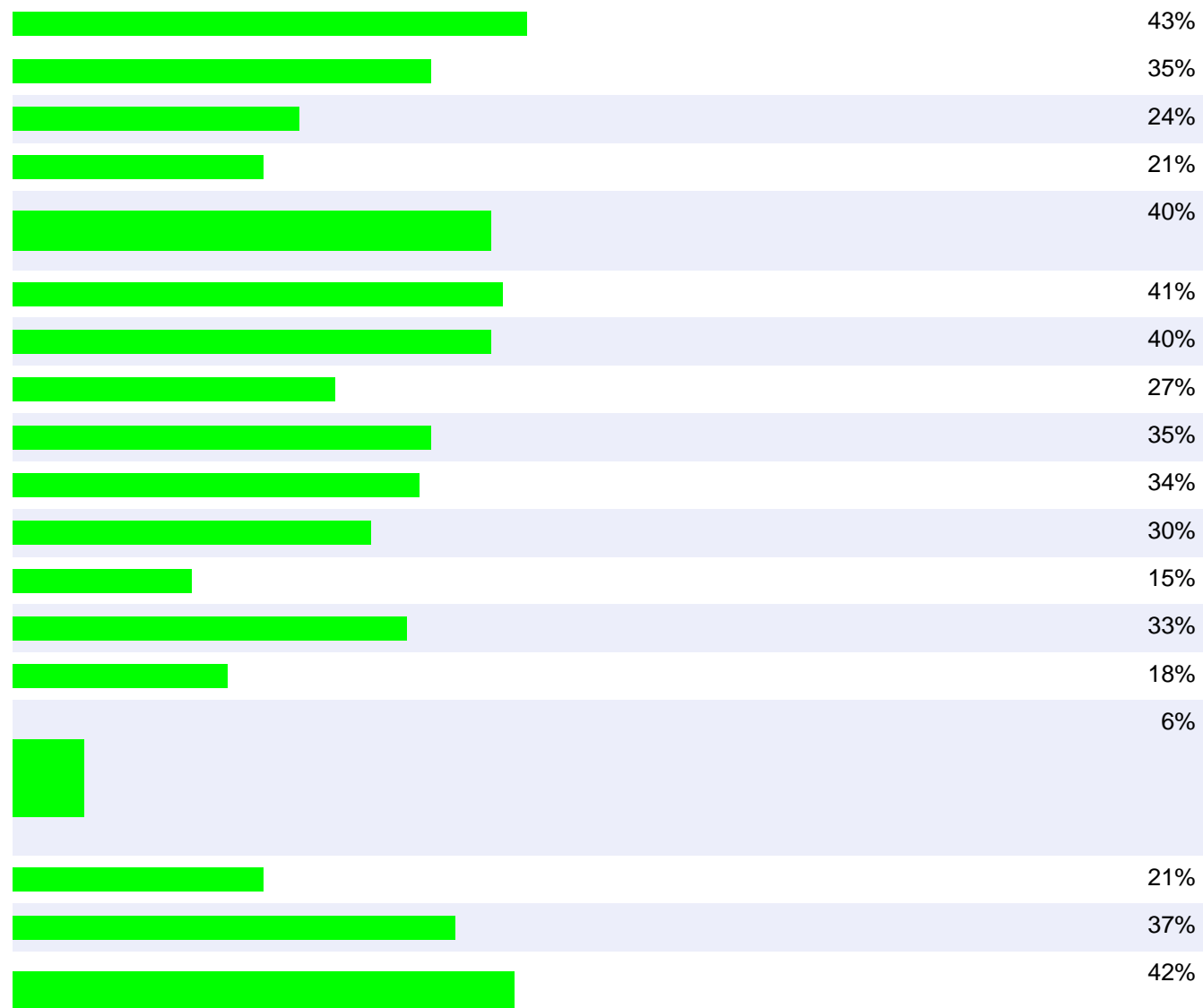
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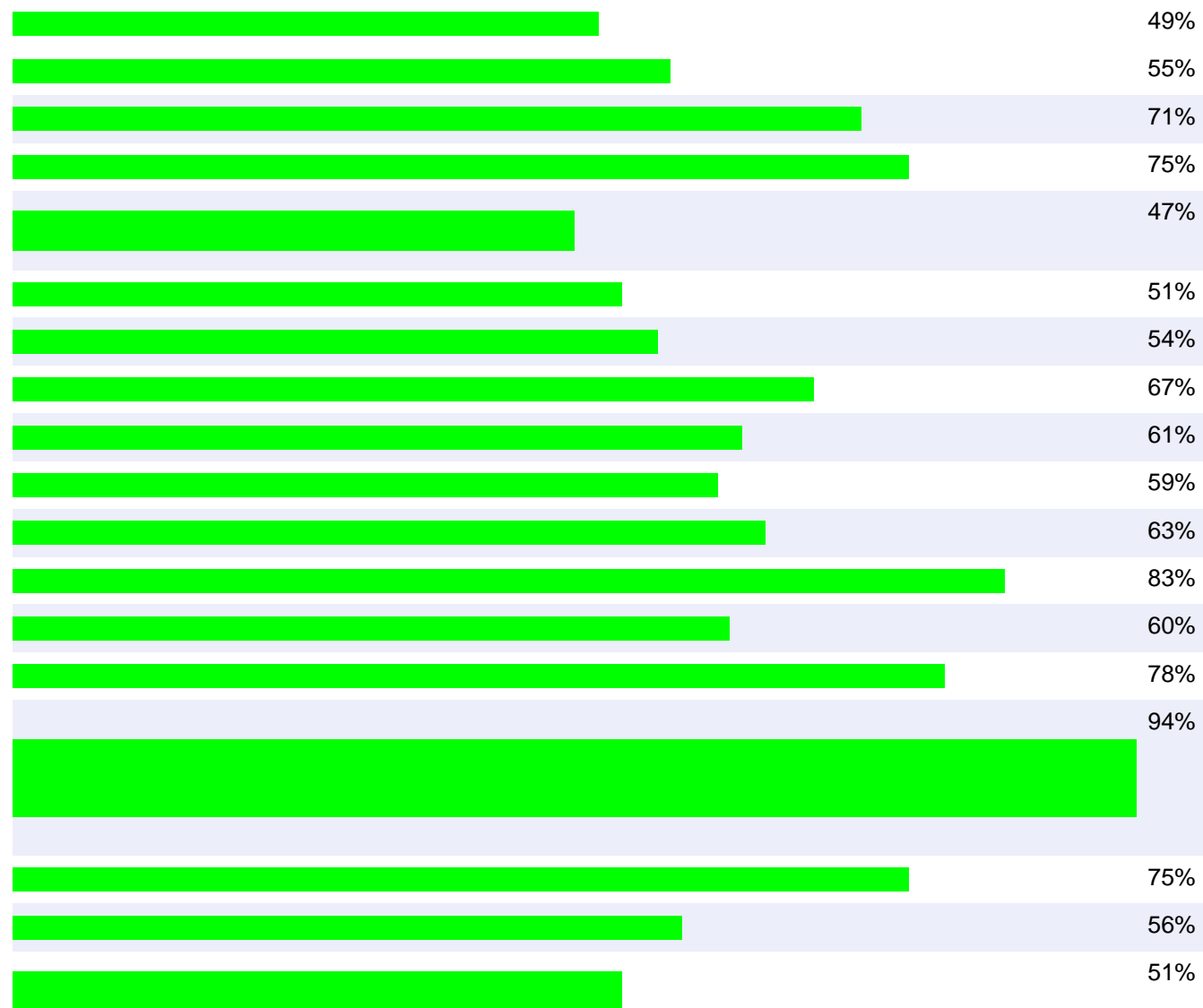
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

Fewer than 100

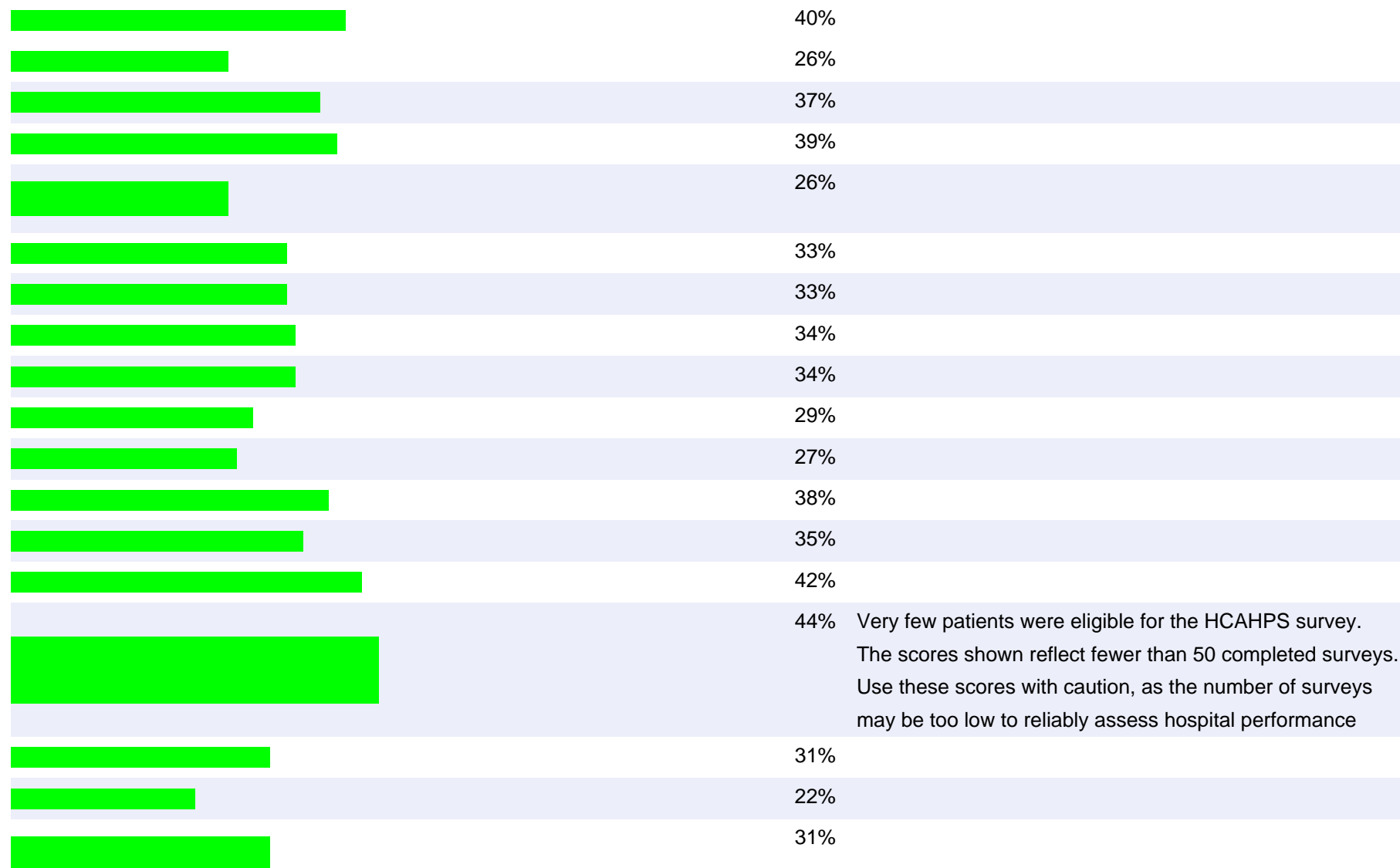
300 or more

300 or more

300 or more

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|        |  |                                      |
|--------|--|--------------------------------------|
| 330177 | EDWARD JOHN NOBLE HOSPITAL OF<br>GOUVERNEUR          | 77 WEST BARNEY STREET                |
| 330180 | SAMARITAN HOSPITAL                                   | 2215 BURDETT AVENUE                  |
| 330181 | GLEN COVE HOSPITAL                                   | 101 ST ANDREWS LANE                  |
| 330182 | ST FRANCIS HOSPITAL, ROSLYN                          | 100 PORT WASHINGTON<br>BOULEVARD     |
| 330184 | SOUND SHORE MEDICAL CENTER OF<br>WESTSCHESTER        | 16 GUION PLACE                       |
| 330185 | JOHN T MATHER MEMORIAL HOSPITAL OF<br>PORT JEFFERSON | 75 NORTH COUNTRY ROAD                |
| 330188 | MOUNT ST MARY'S HOSPITAL AND HEALTH<br>CENTER        | 5300 MILITARY ROAD                   |
| 330191 | GLENS FALLS HOSPITAL                                 | 100 PARK STREET                      |
| 330193 | FLUSHING HOSPITAL MEDICAL CENTER                     | 45TH AVENUE AND PARSONS<br>BOULEVARD |
| 330194 | MAIMONIDES MEDICAL CENTER                            | 4802 TENTH AVENUE                    |
| 330195 | LONG ISLAND JEWISH MEDICAL CENTER                    | 270 - 05 76TH AVENUE                 |
| 330196 | CONEY ISLAND HOSPITAL                                | 2601 OCEAN PARKWAY                   |
| 330197 | CANTON-POTSDAM HOSPITAL                              | 50 LEROY STREET                      |
| 330198 | SOUTH NASSAU COMMUNITIES HOSPITAL                    | ONE HEALTHY WAY                      |
| 330199 | METROPOLITAN HOSPITAL CENTER                         | 1901 FIRST AVENUE                    |
| 330201 | KINGSBROOK JEWISH MEDICAL CENTER                     | 585 SCHENECTADY AVENUE               |
| 330202 | KINGS COUNTY HOSPITAL CENTER                         | 451 CLARKSON AVENUE                  |
| 330203 | CROUSE HOSPITAL                                      | 736 IRVING AVENUE                    |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|  |                |    |
|--|----------------|----|
|  | GOUVERNEUR     | NY |
|  | TROY           | NY |
|  | GLEN COVE      | NY |
|  | ROSLYN         | NY |
|  | NEW ROCHELLE   | NY |
|  | PORT JEFFERSON | NY |
|  | LEWISTON       | NY |
|  | GLENS FALLS    | NY |
|  | FLUSHING       | NY |
|  | BROOKLYN       | NY |
|  | NEW HYDE PARK  | NY |
|  | BROOKLYN       | NY |
|  | POTSDAM        | NY |
|  | OCEANSIDE      | NY |
|  | NEW YORK       | NY |
|  | BROOKLYN       | NY |
|  | BROOKLYN       | NY |
|  | SYRACUSE       | NY |



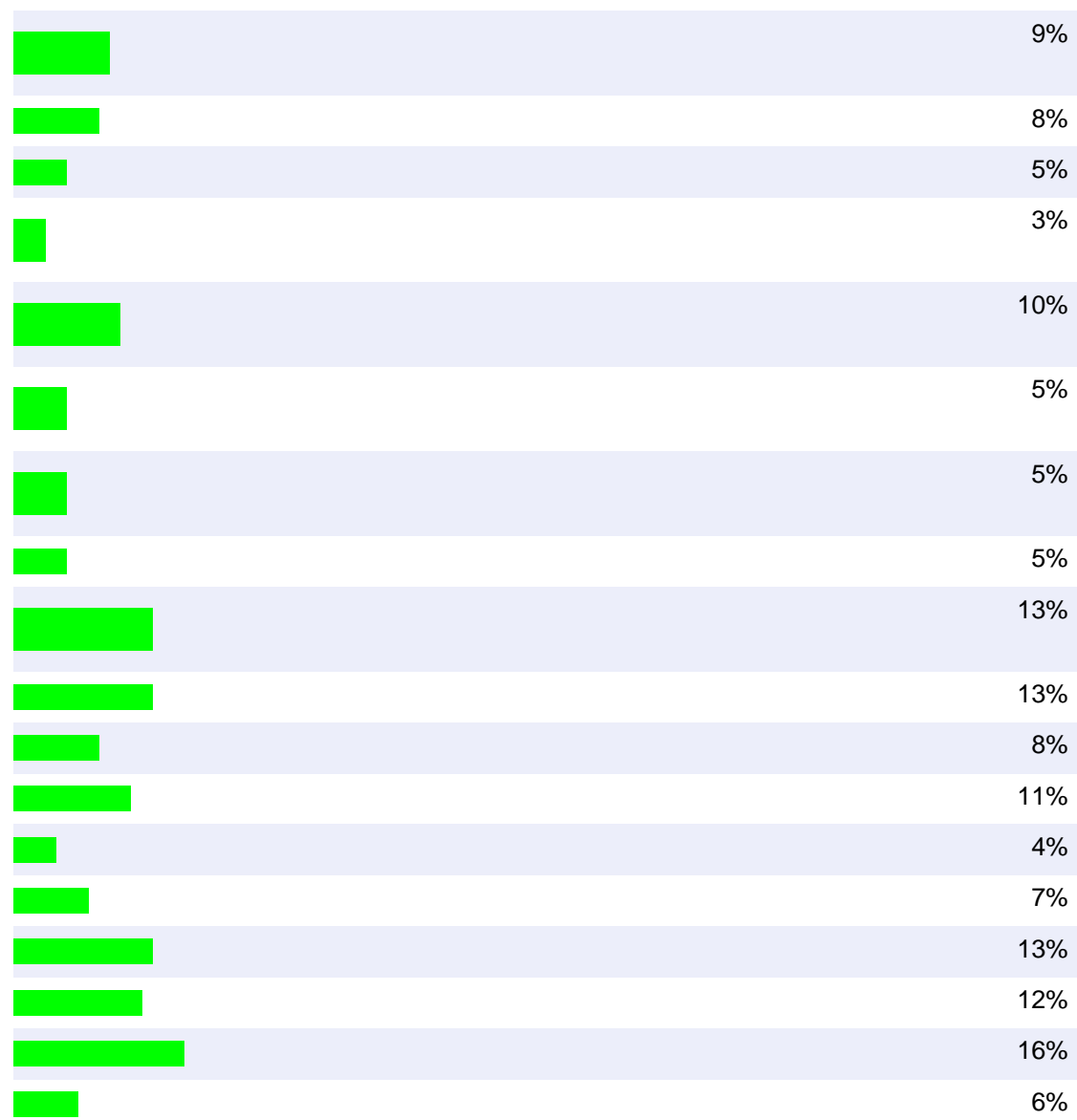
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|       |                |            |
|-------|----------------|------------|
| 13642 | SAINT LAWRENCE | 3152871000 |
| 12180 | RENSSELAER     | 5182713225 |
| 11542 | NASSAU         | 5166747300 |
| 11576 | NASSAU         | 5165626000 |
| 10802 | WESTCHESTER    | 9146325000 |
| 11777 | SUFFOLK        | 6314731320 |
| 14092 | NIAGARA        | 7162974800 |
| 12801 | WARREN         | 5189261000 |
| 11355 | QUEENS         | 7186705000 |
| 11219 | KINGS          | 7182836000 |
| 11040 | NASSAU         | 7184707000 |
| 11235 | KINGS          | 7186163000 |
| 13676 | SAINT LAWRENCE | 3152653300 |
| 11572 | NASSAU         | 5166323000 |
| 10029 | NEW YORK       | 2124237554 |
| 11203 | KINGS          | 7186045789 |
| 11203 | KINGS          | 7182453901 |
| 13210 | ONONDAGA       | 3154707449 |

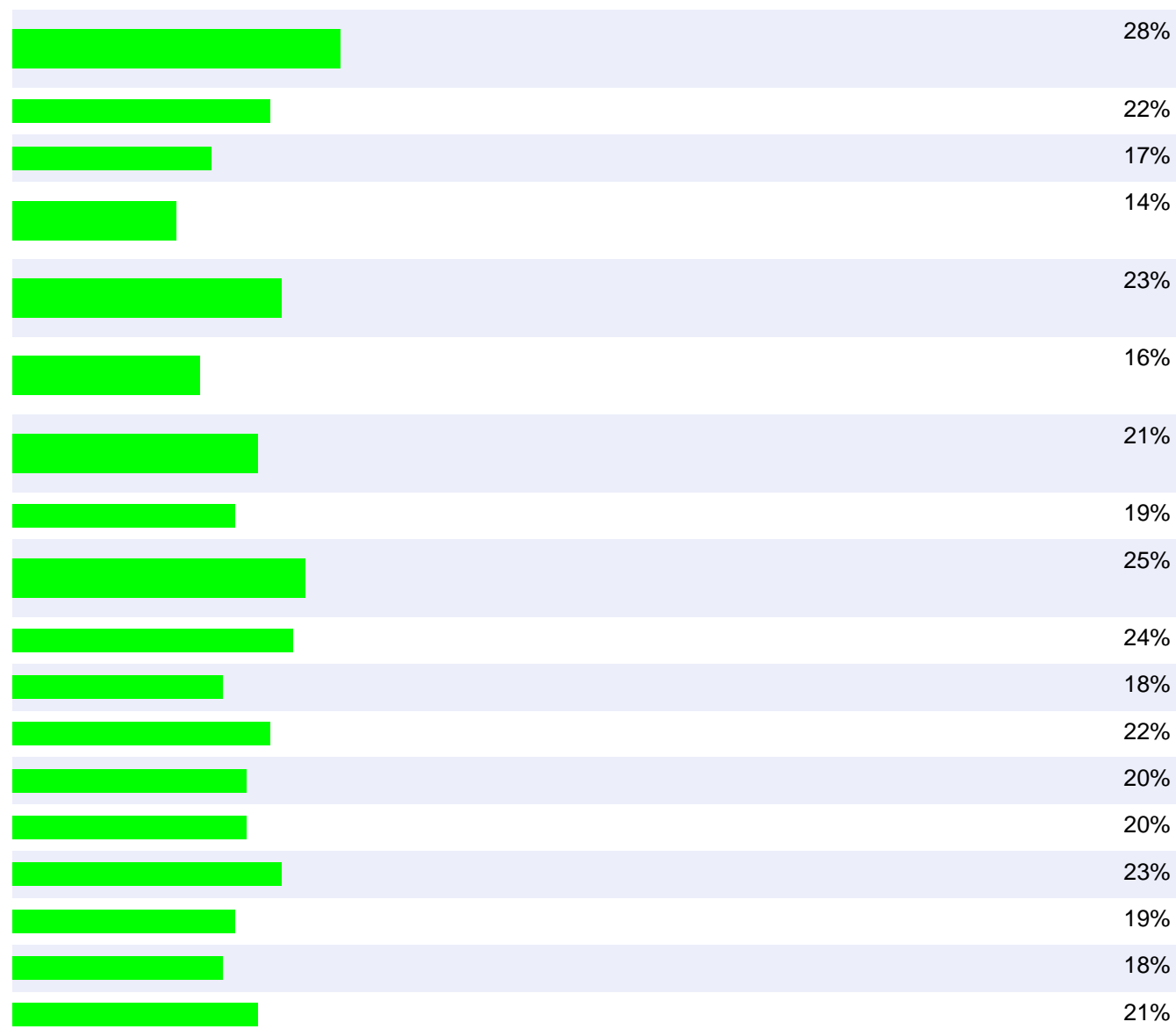
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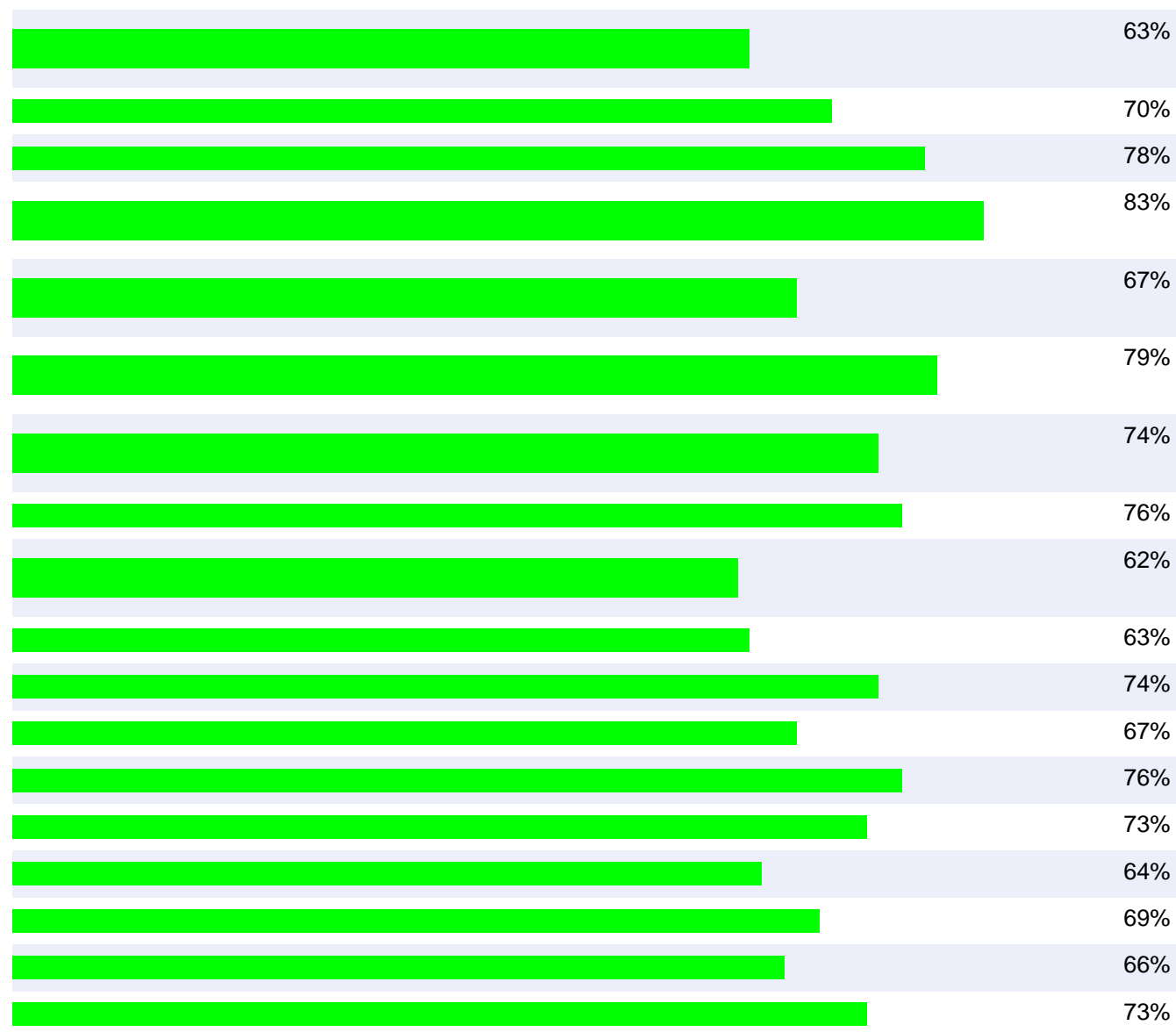
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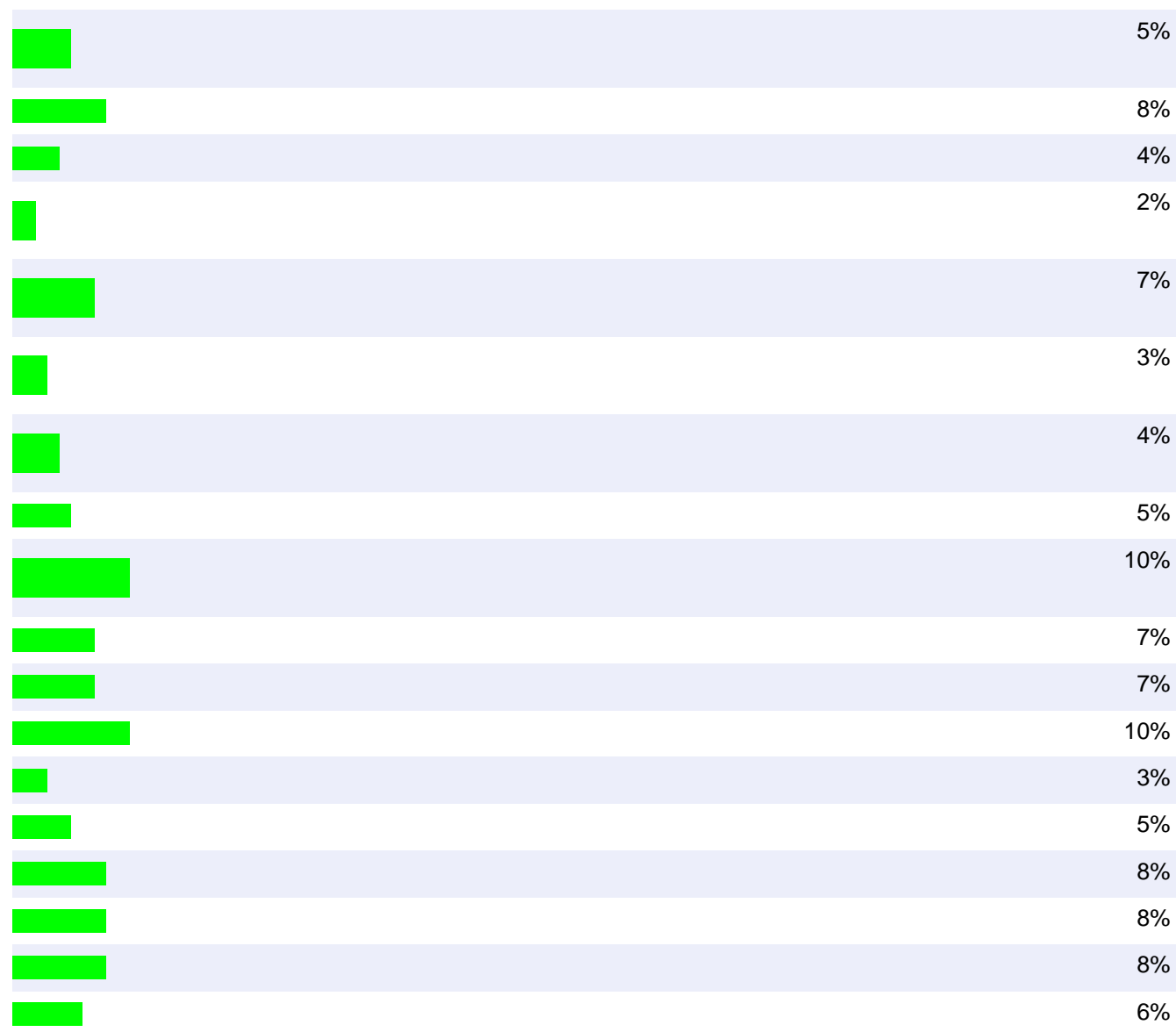
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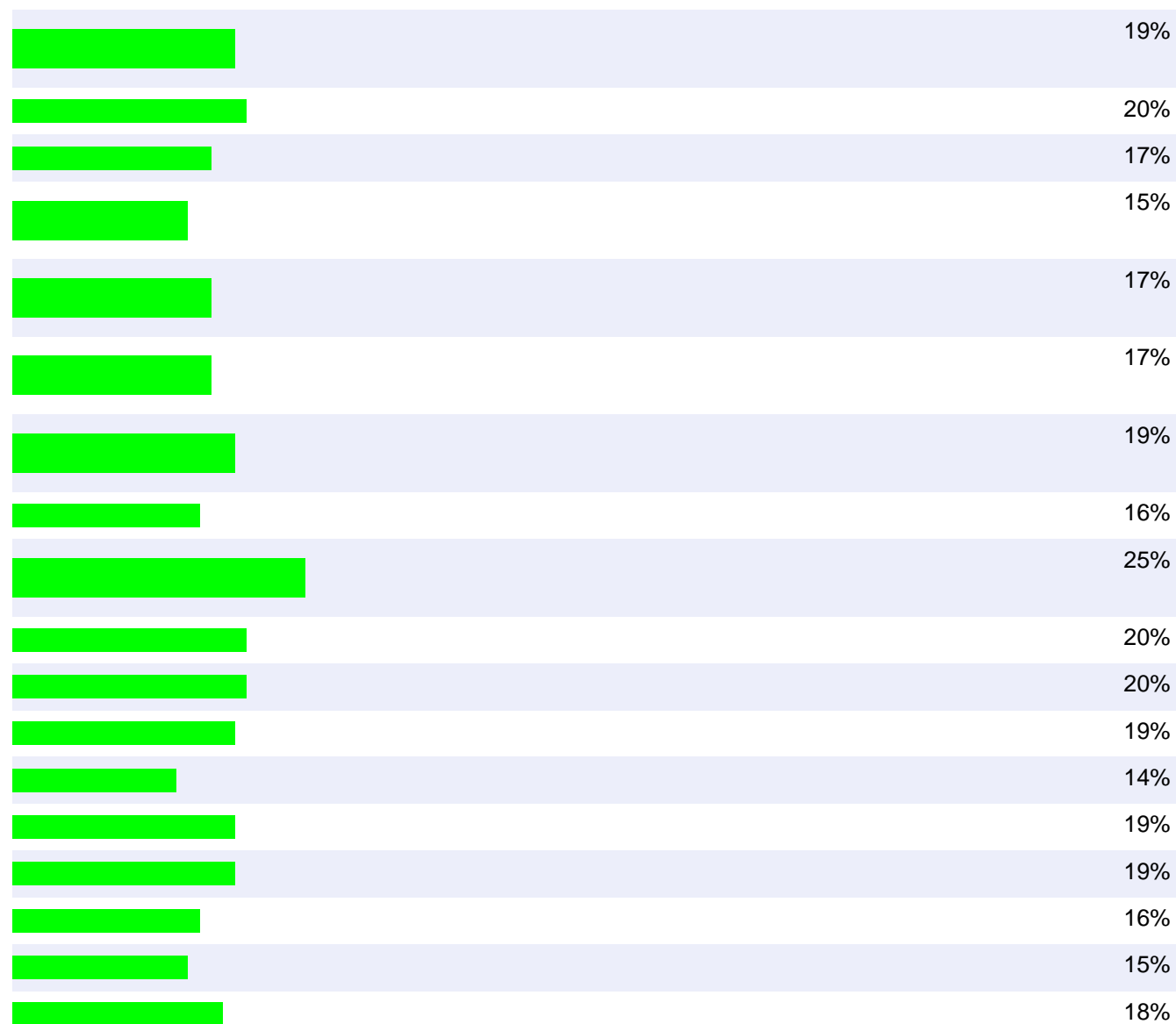
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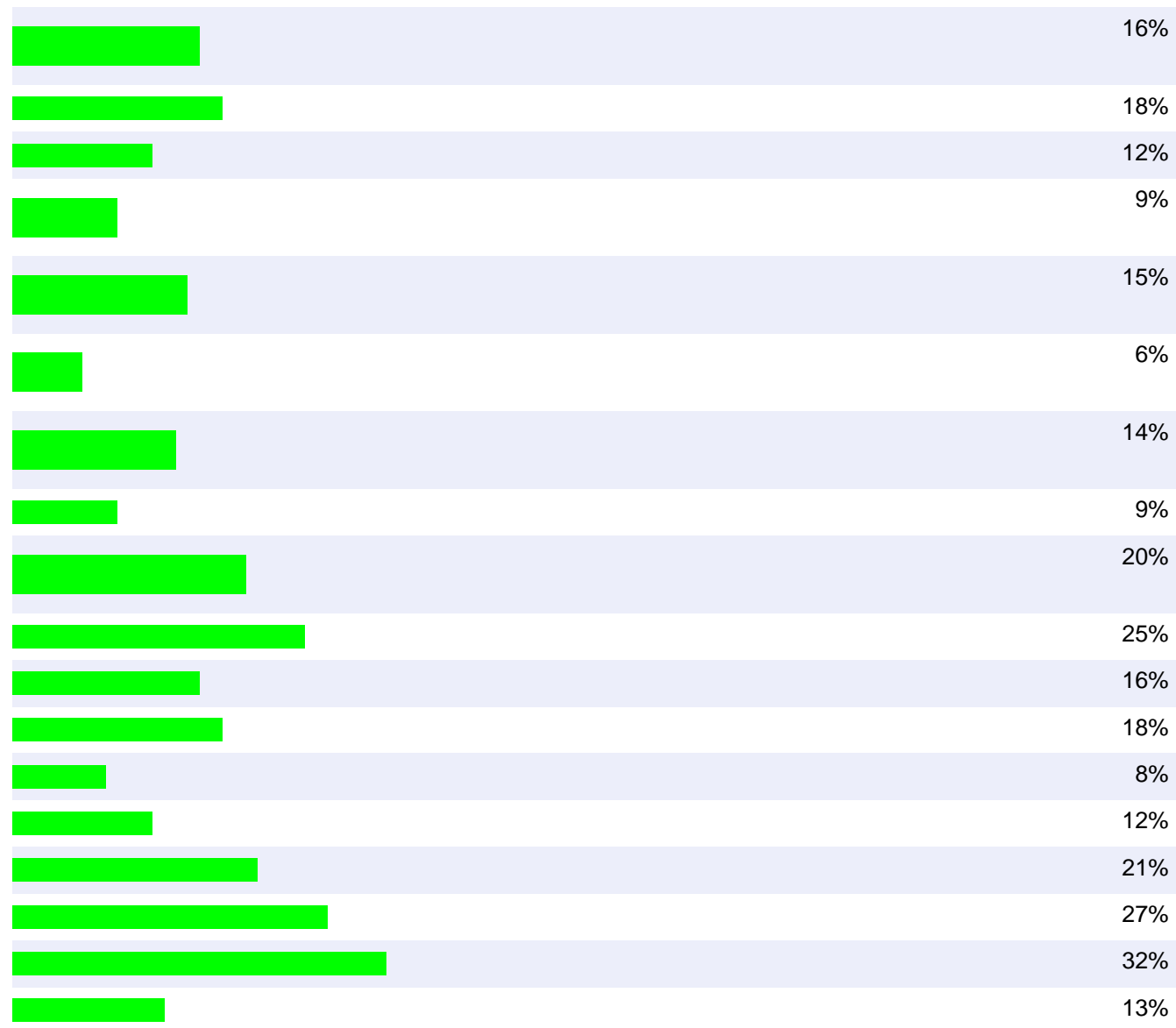
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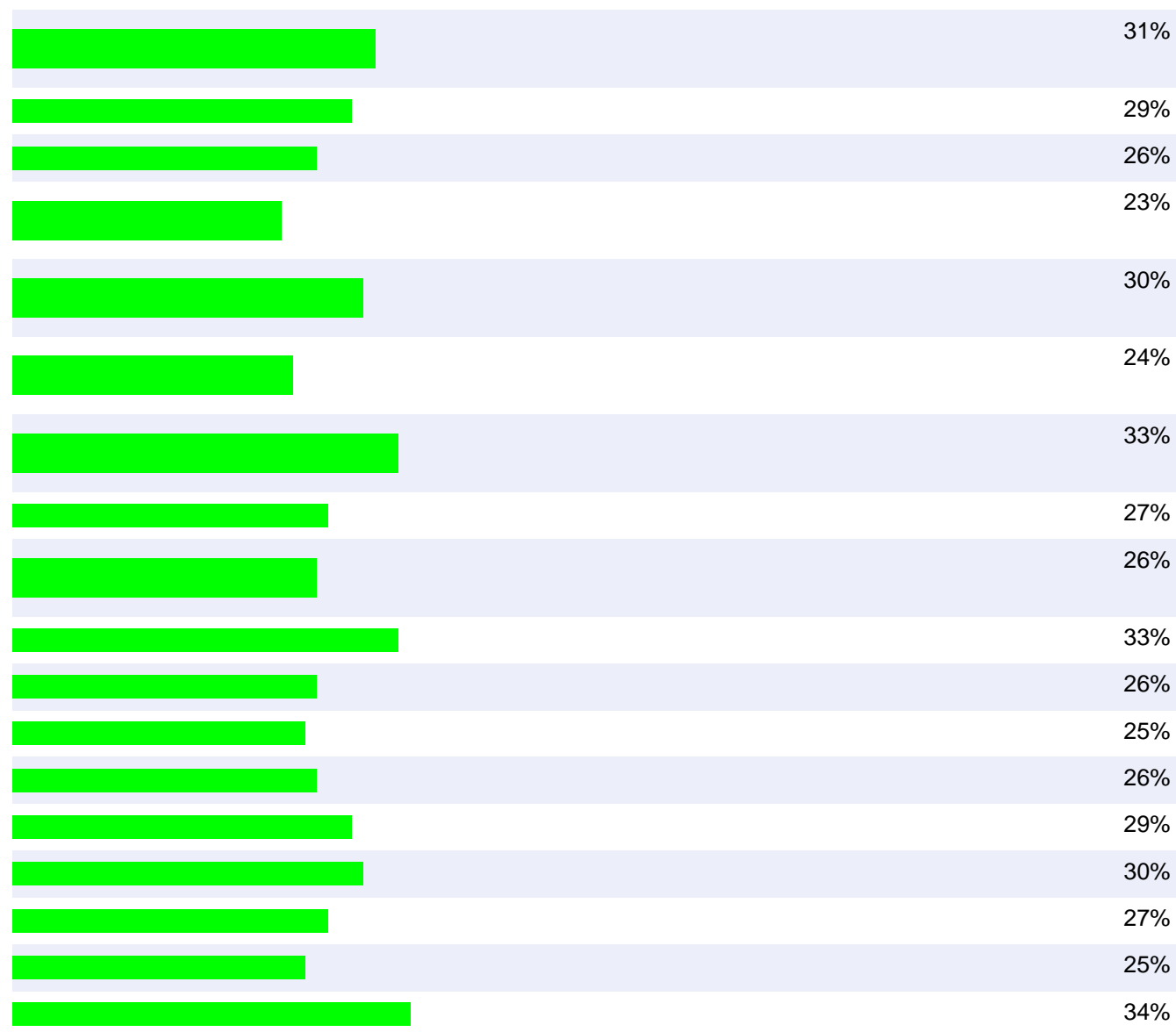
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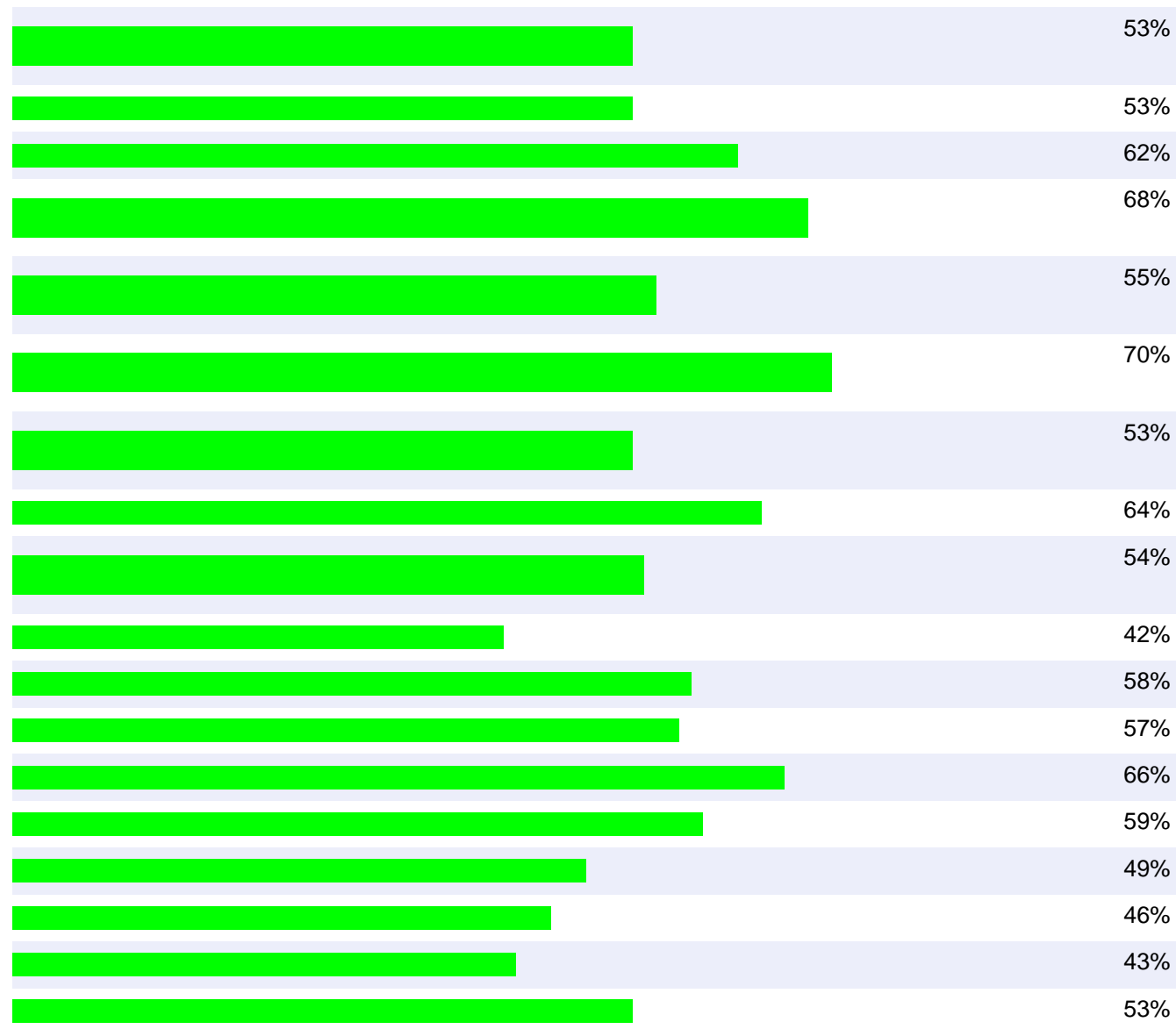
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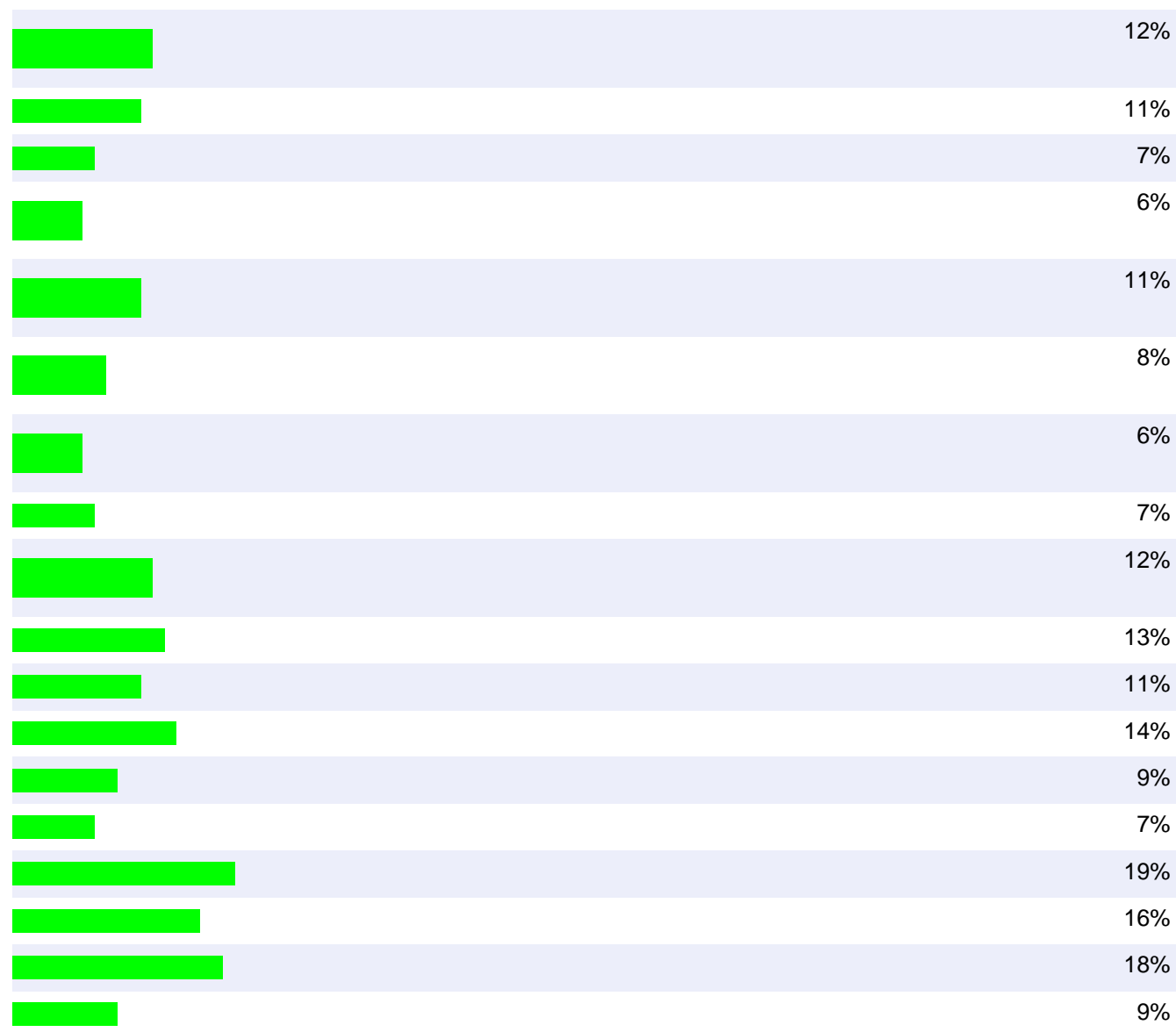
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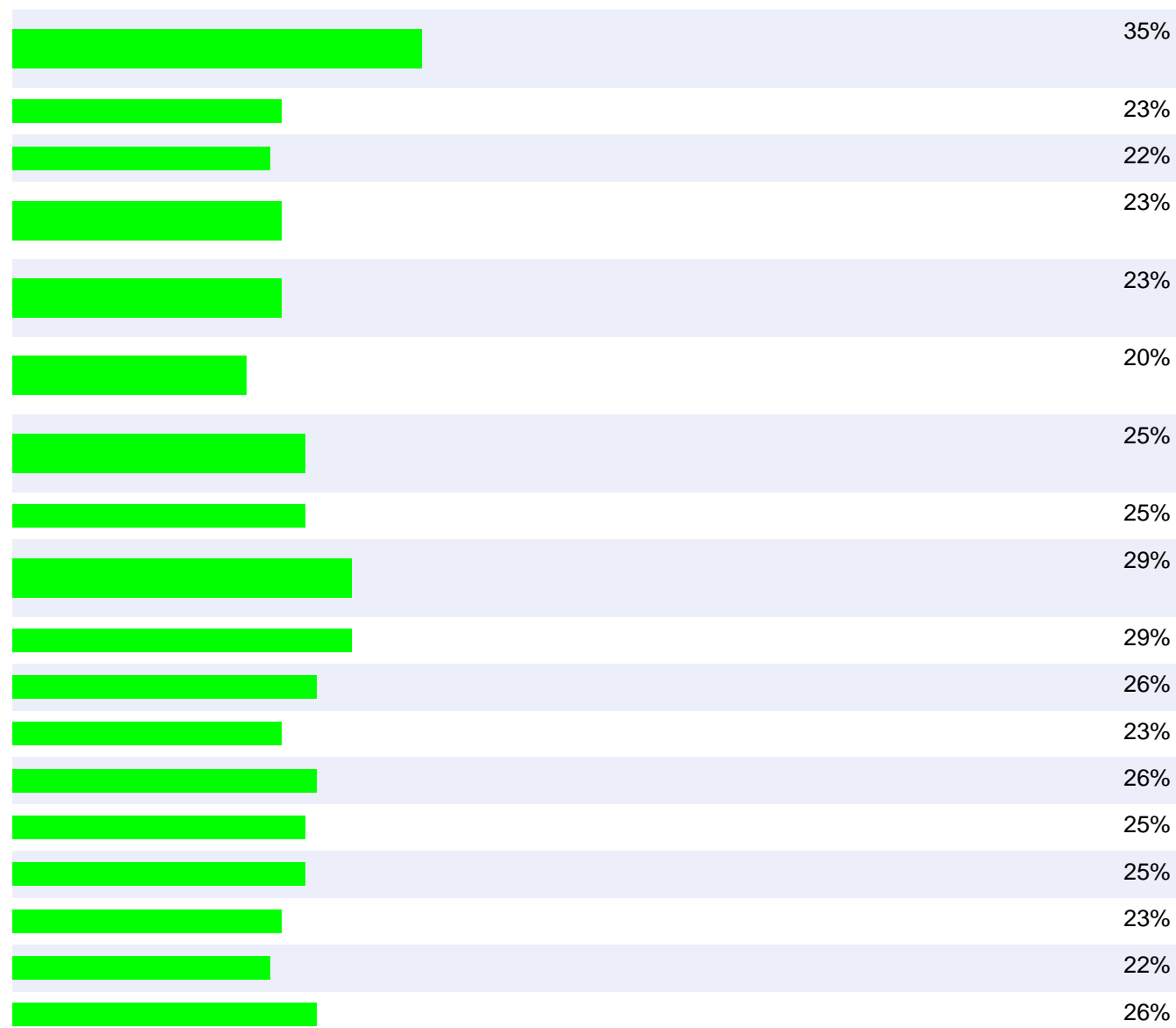
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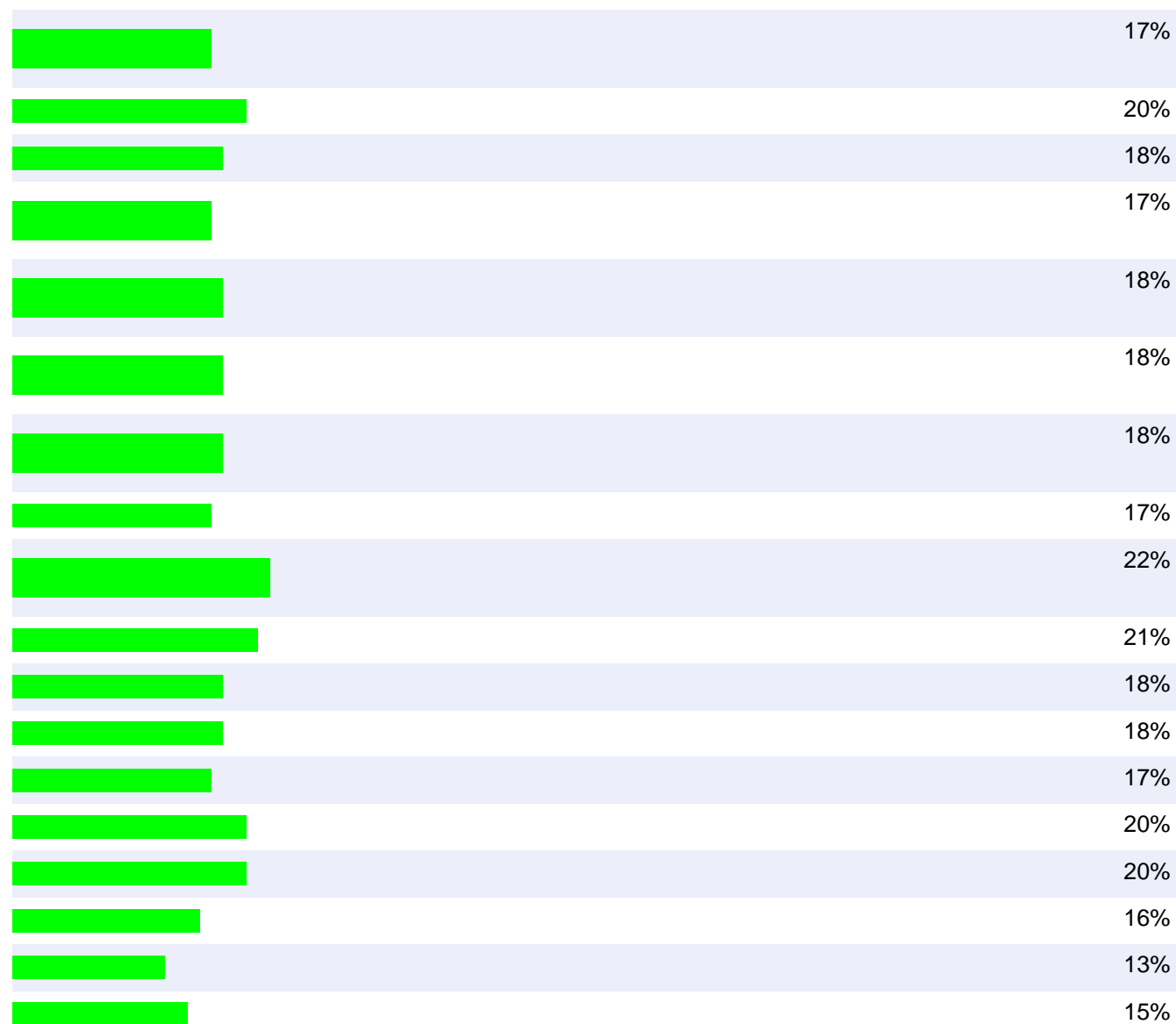
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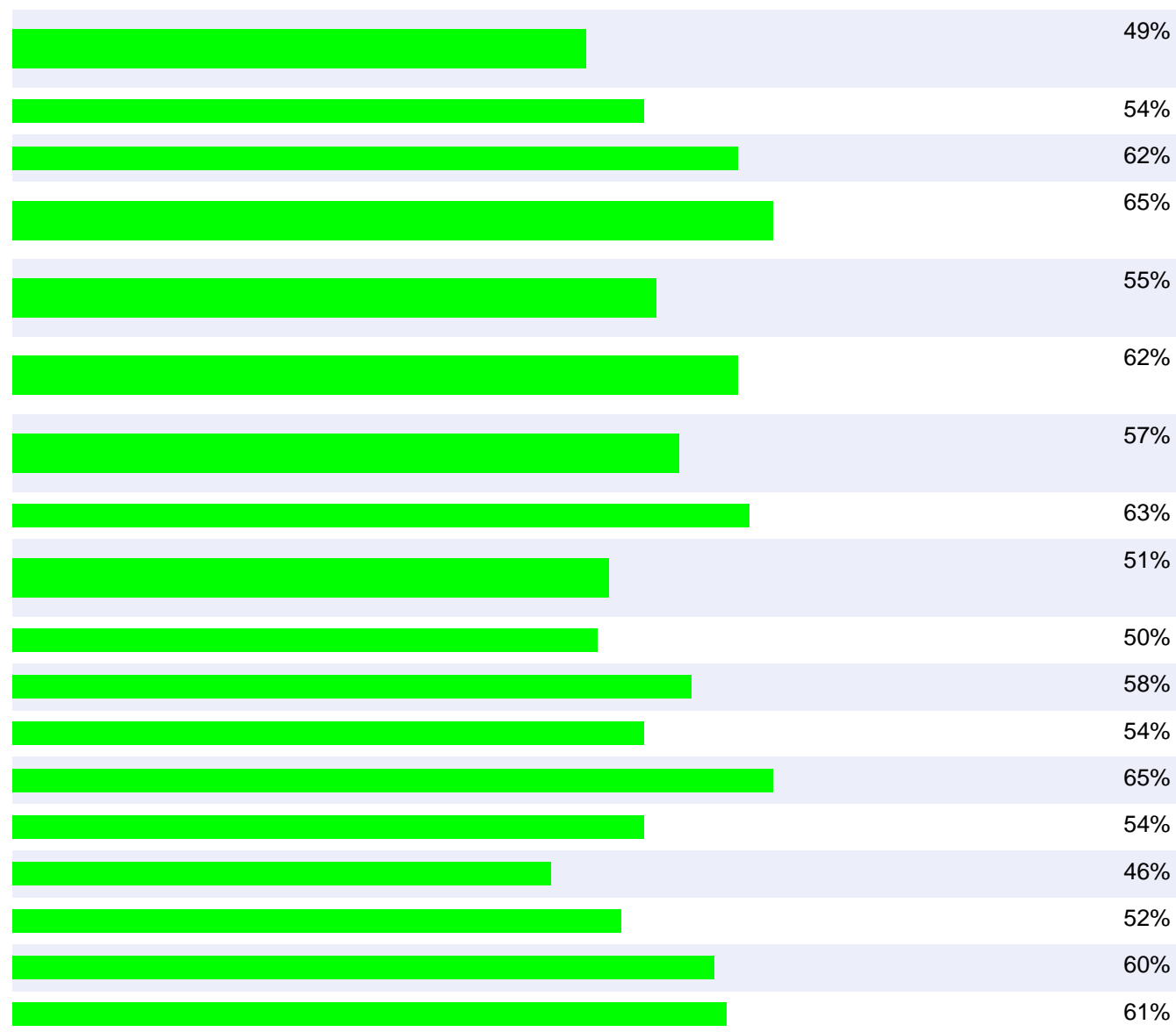
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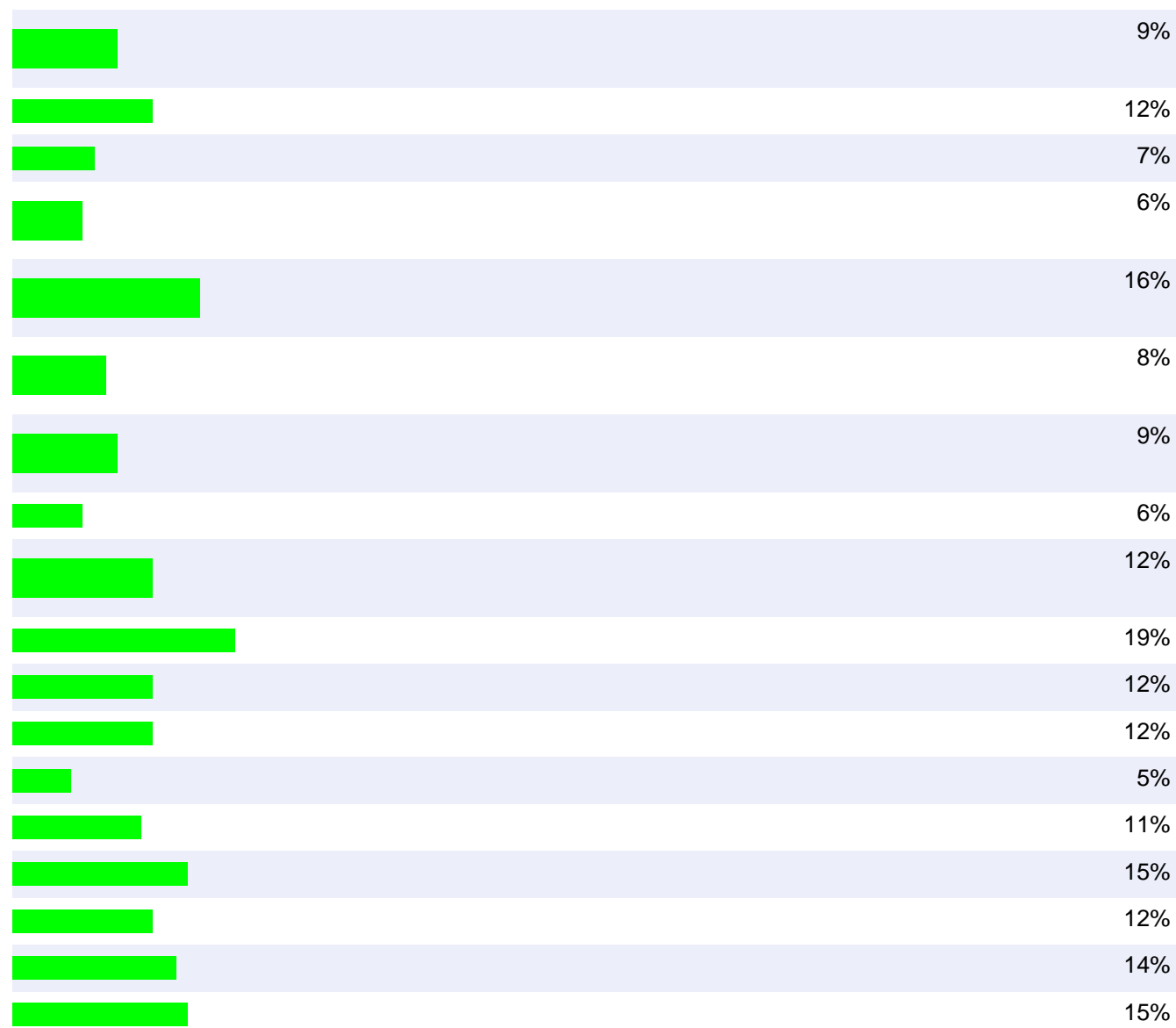
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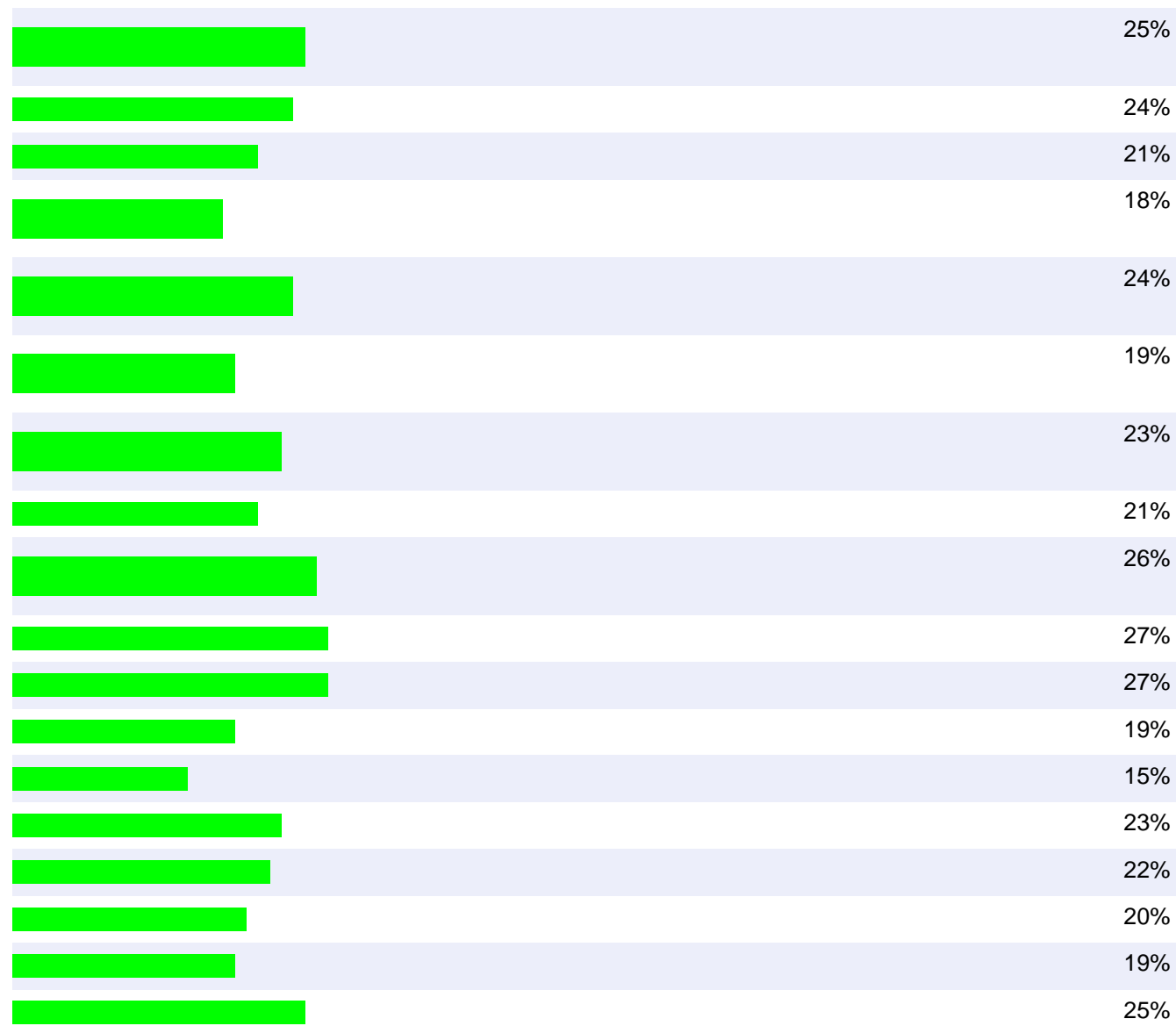
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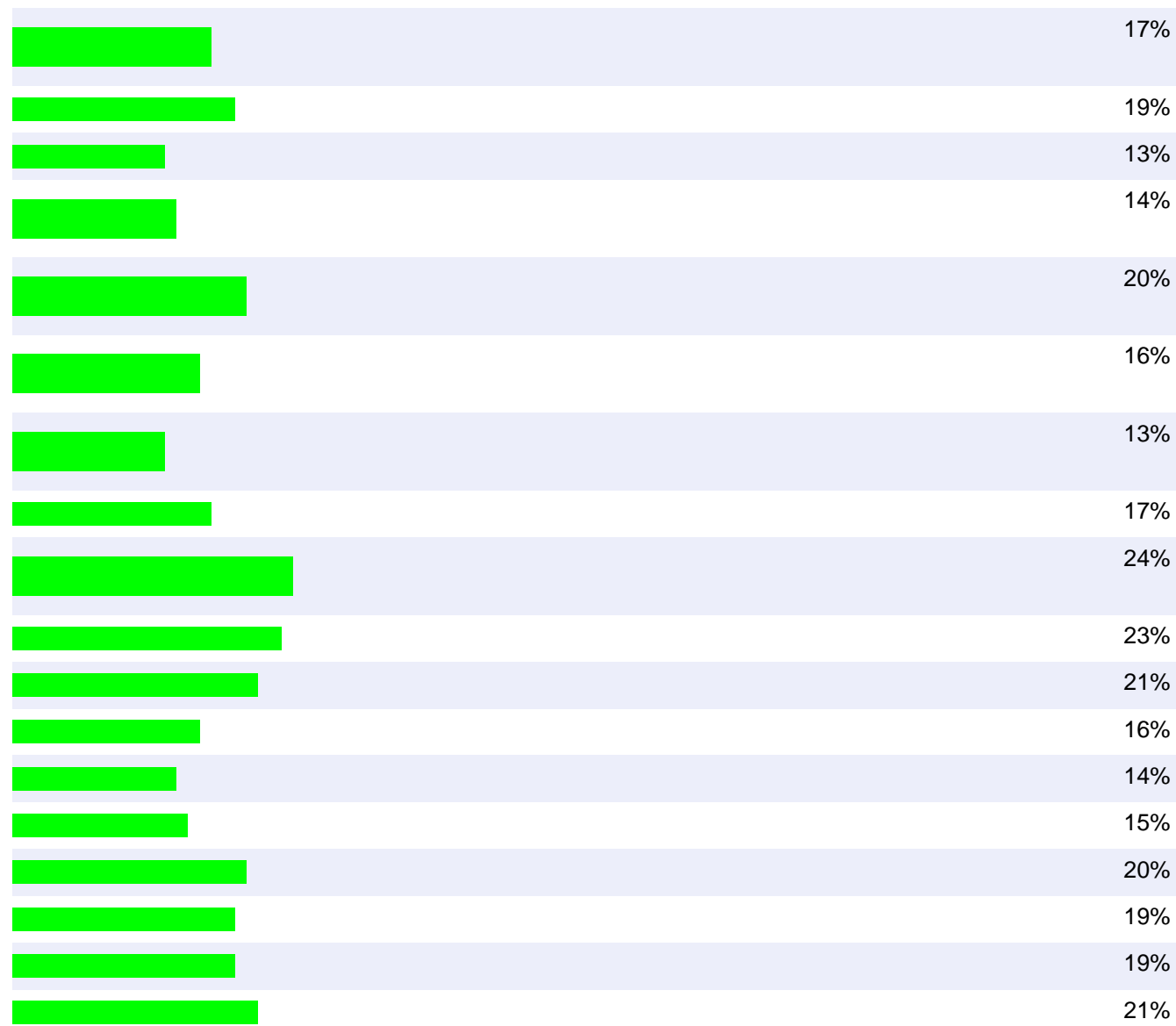
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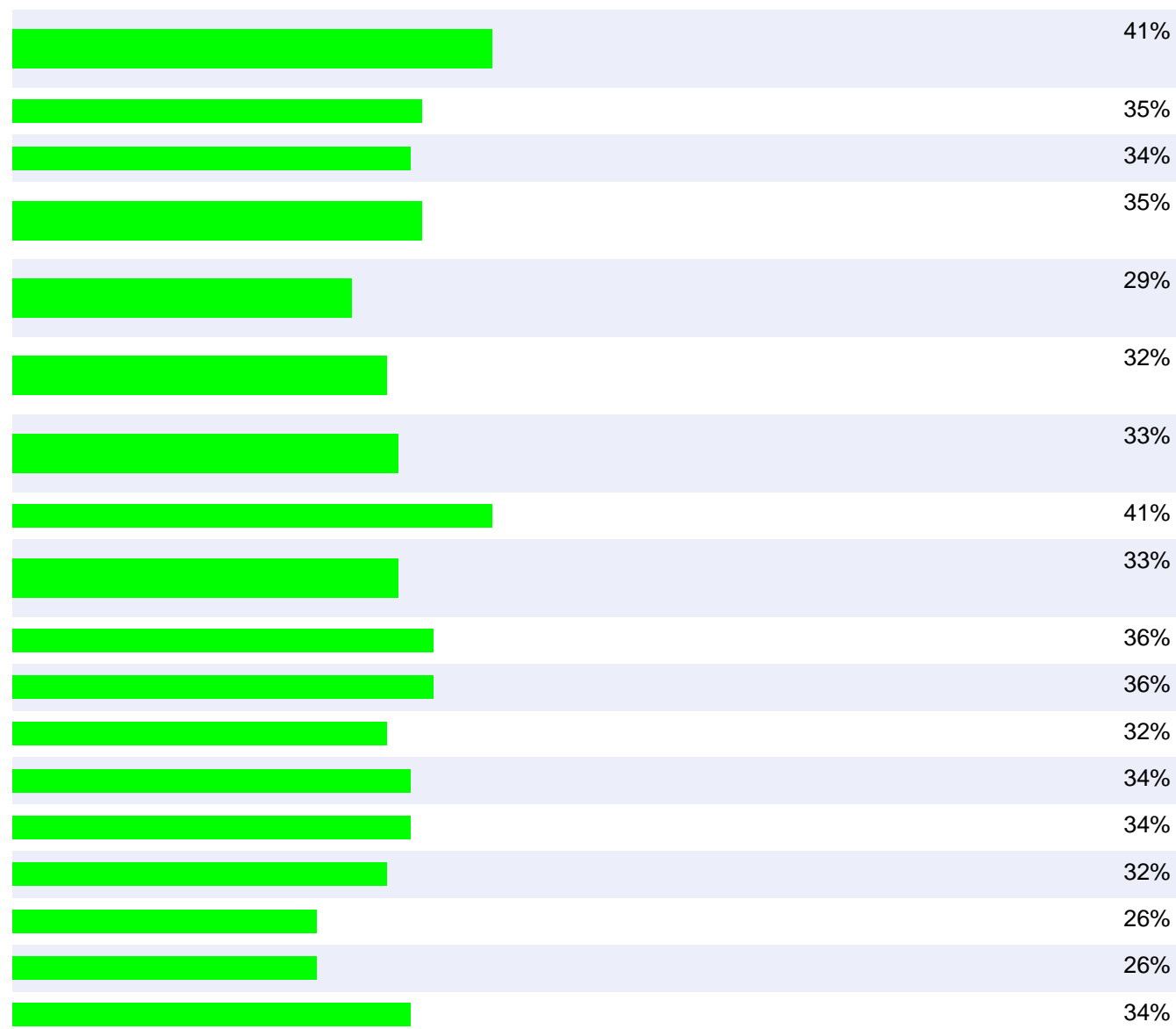
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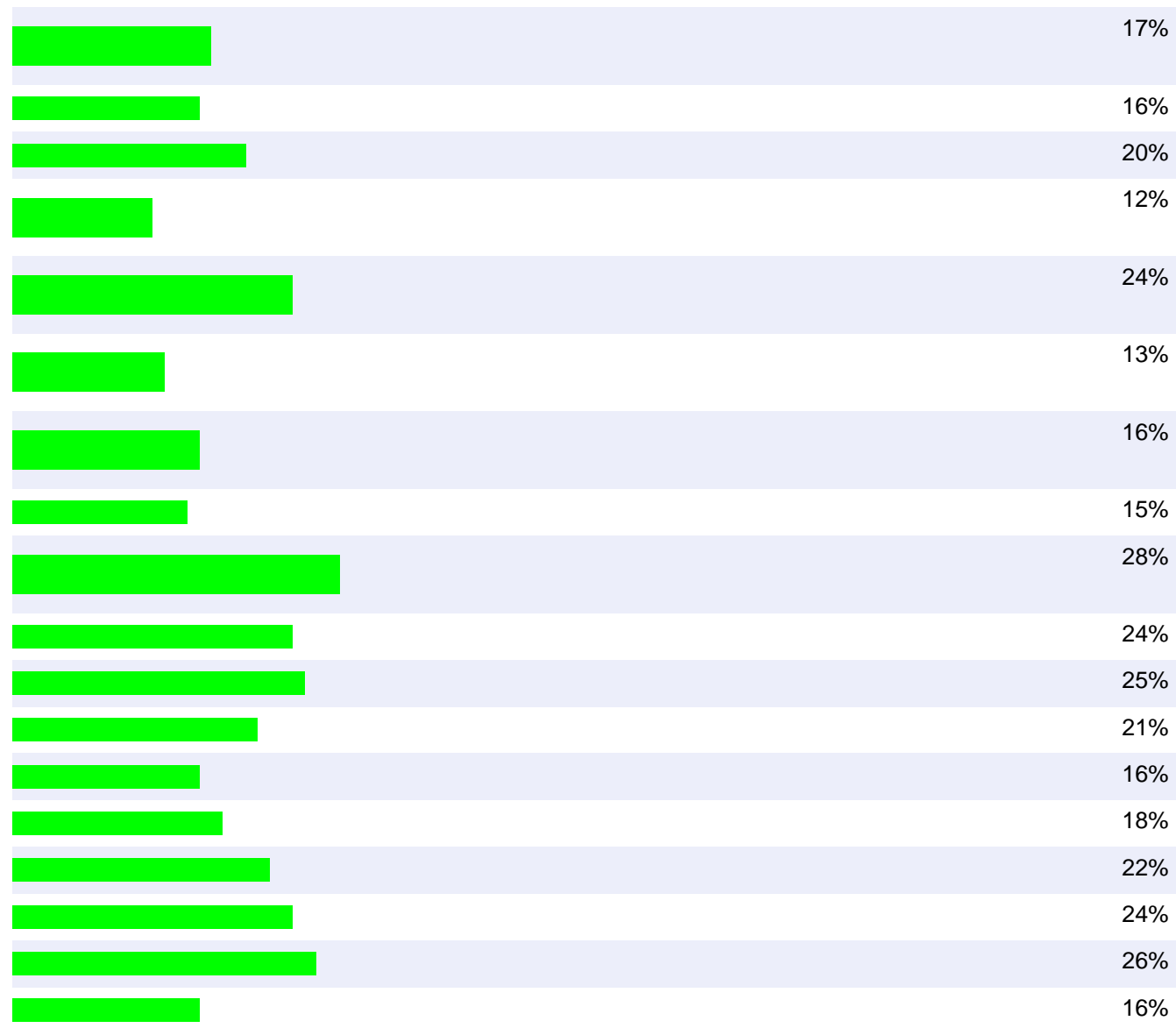
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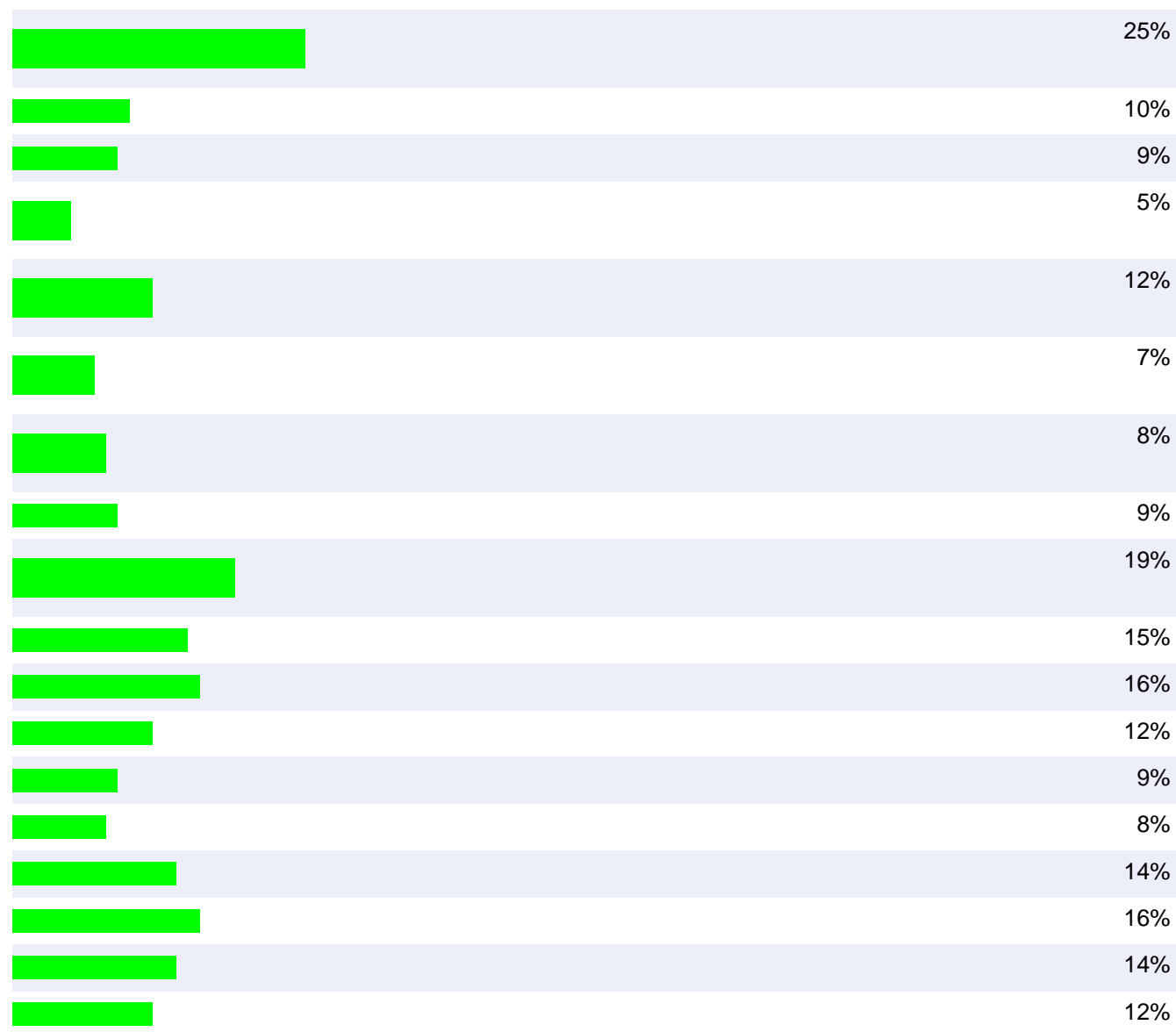
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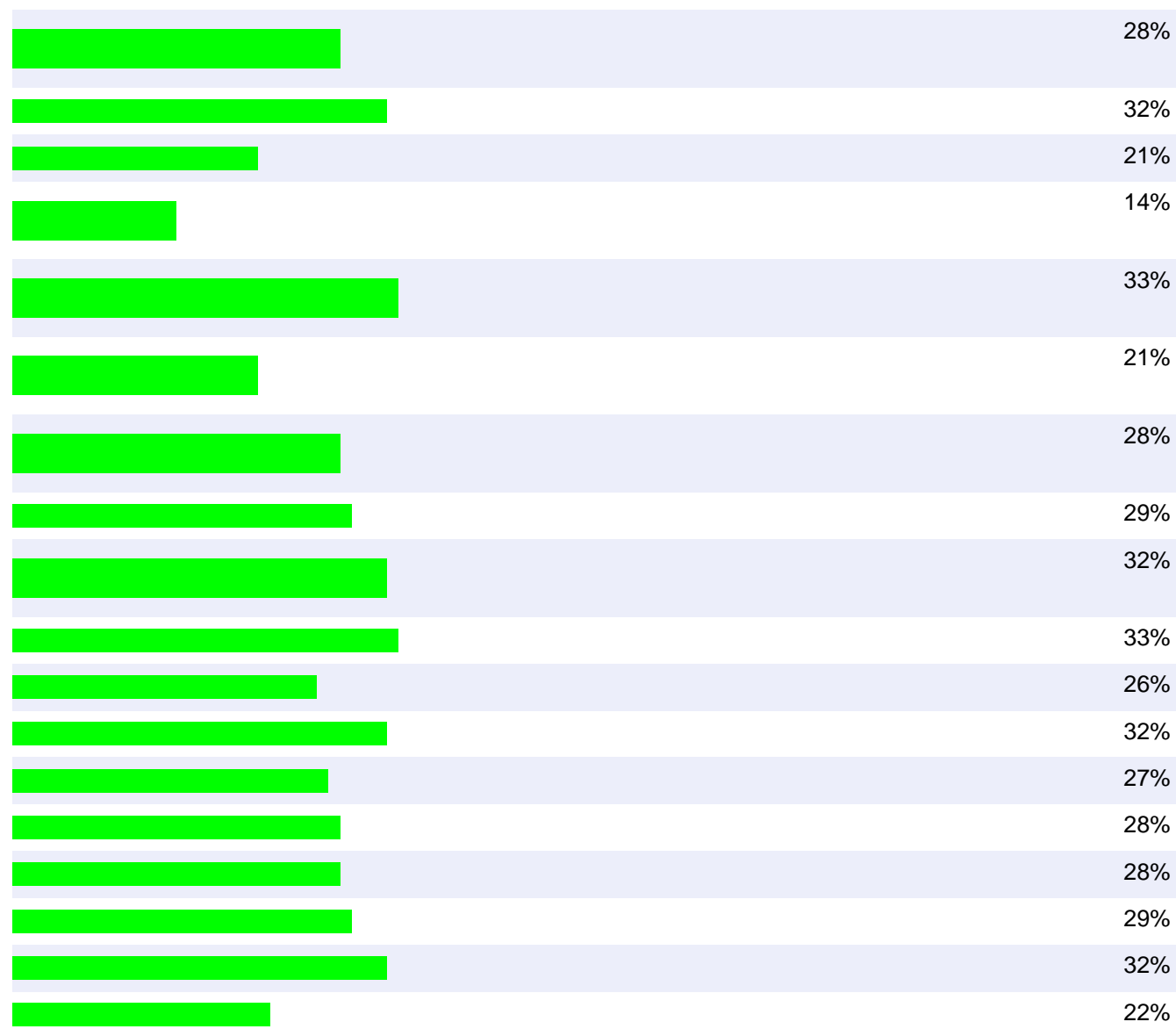
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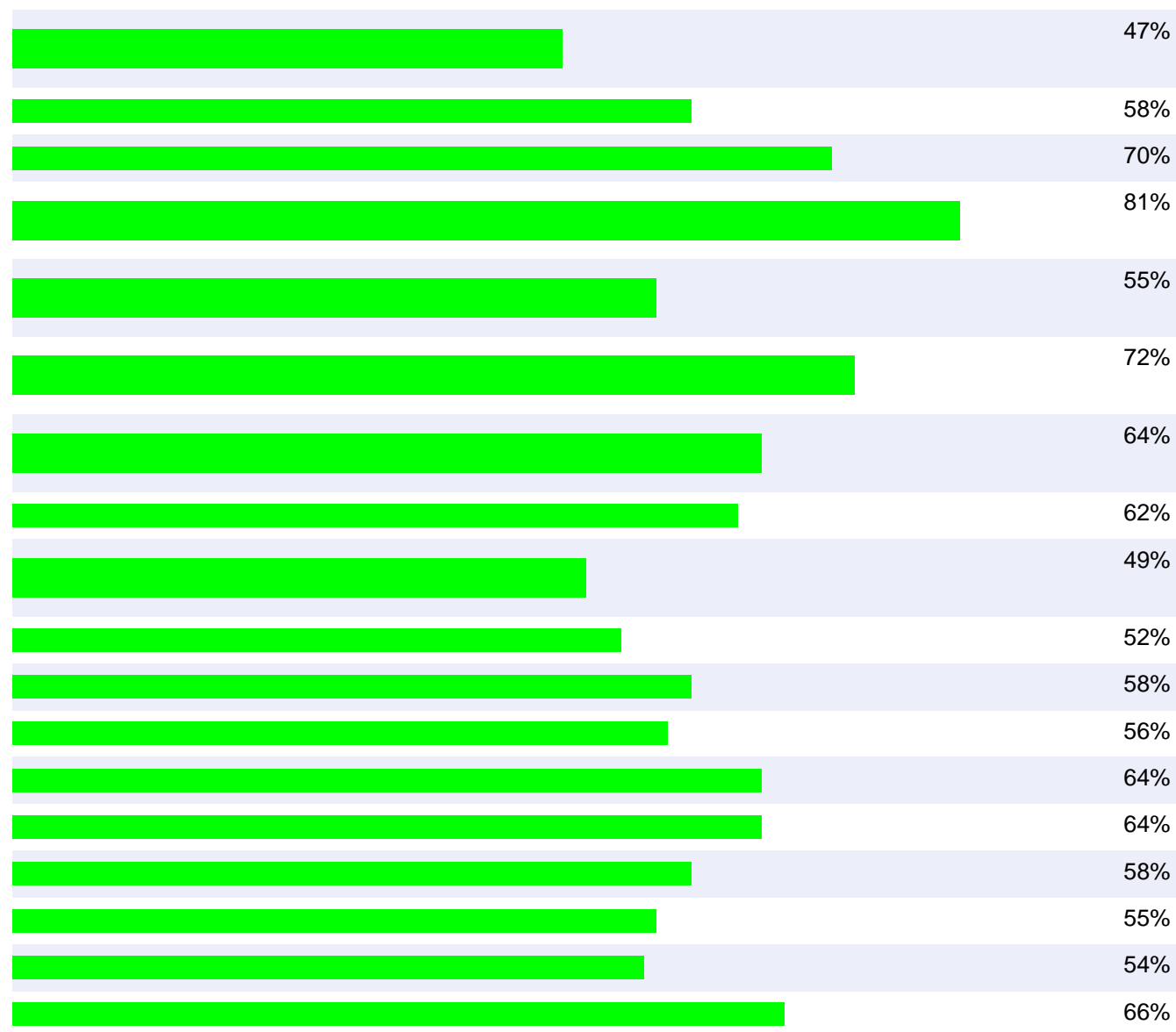
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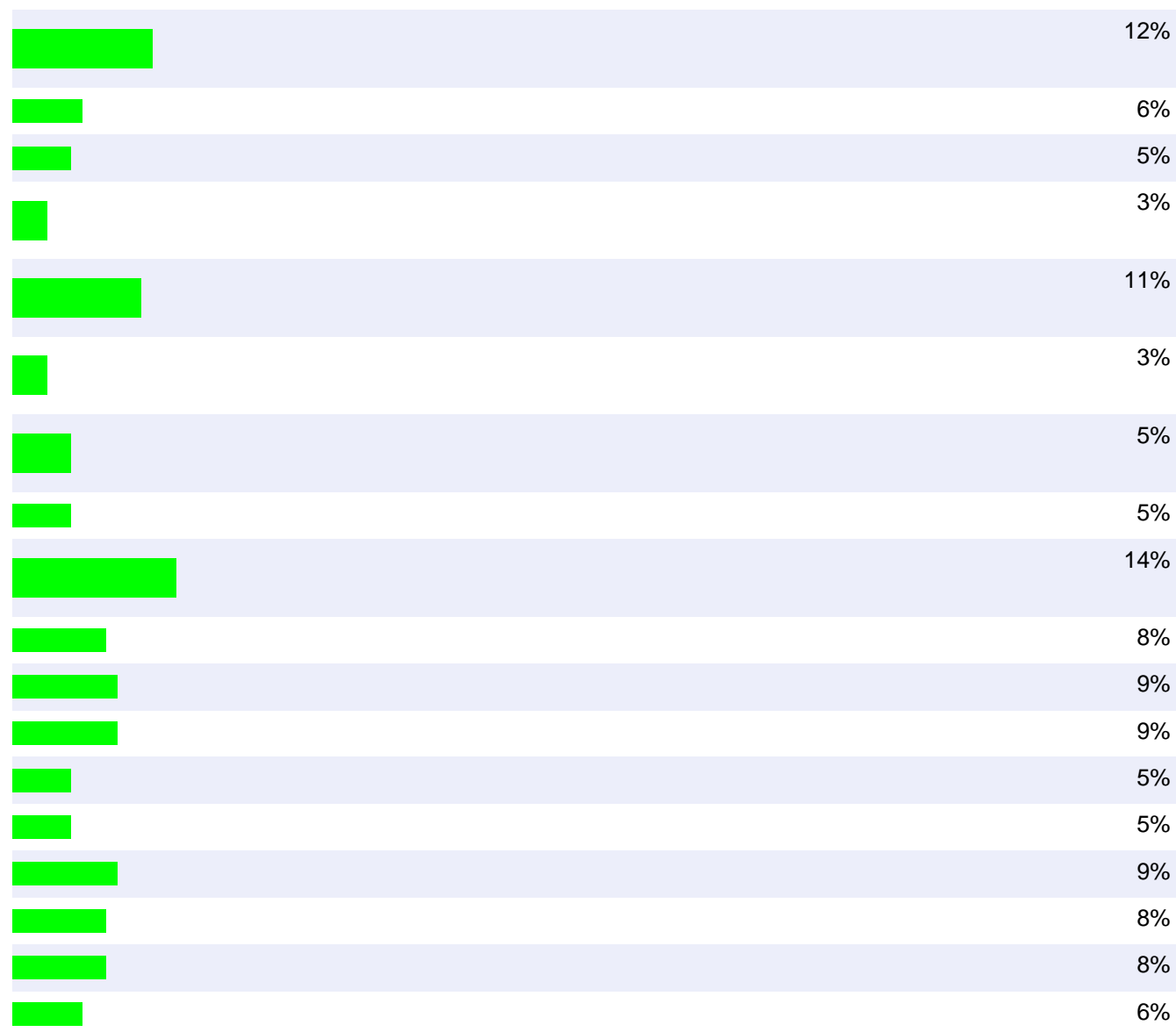
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Between 100 and 299

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

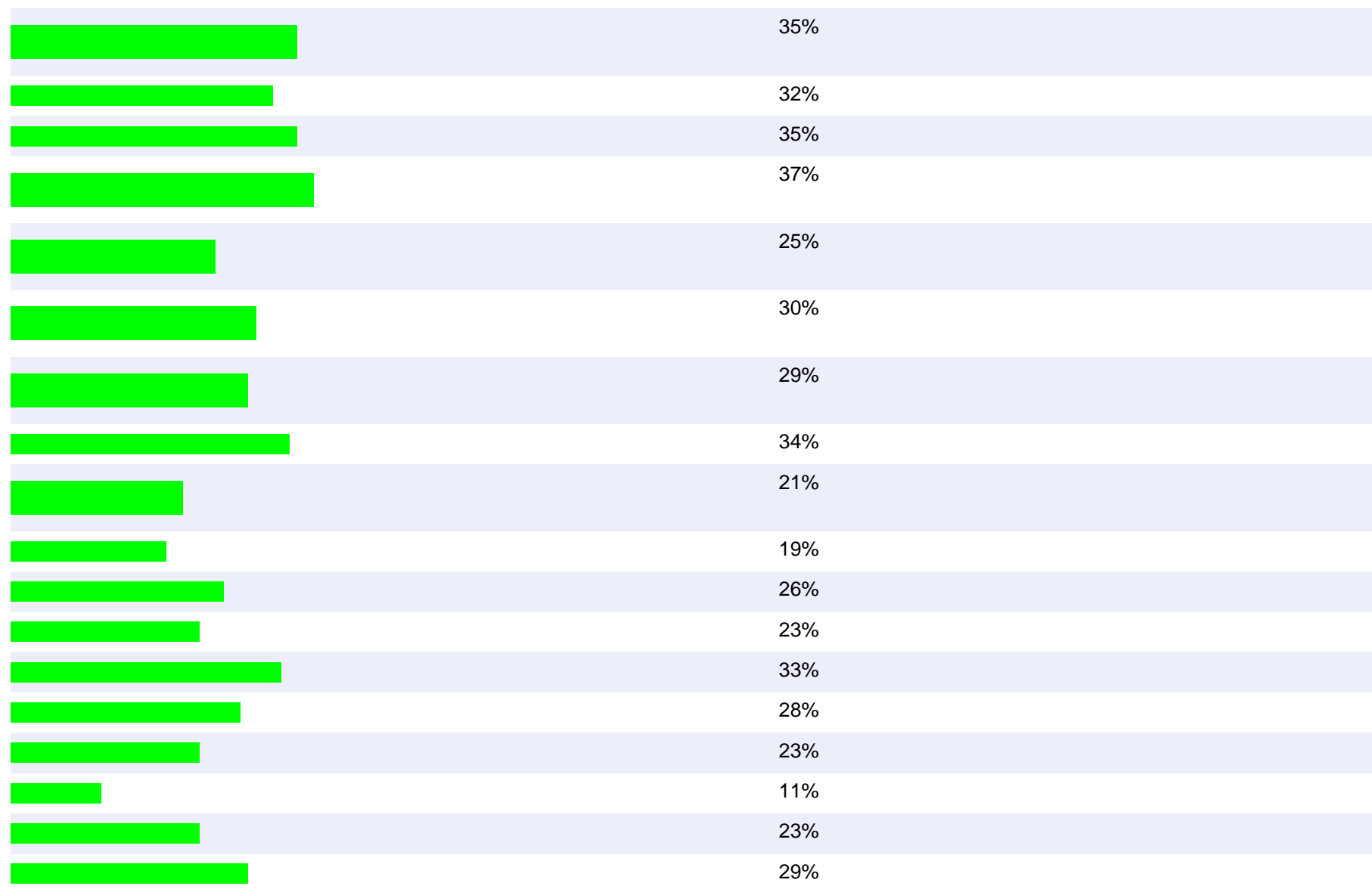
300 or more

300 or more

300 or more

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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|        |                                   |  |
|--------|-----------------------------------|--|
| 330204 | BELLEVUE HOSPITAL CENTER          | 462 FIRST AVENUE                       |
| 330205 | ST ANTHONY COMMUNITY HOSPITAL     | 15 - 19 MAPLE AVENUE                   |
| 330208 | ST JOHN'S RIVERSIDE HOSPITAL      | 976 NORTH BROADWAY                     |
| 330211 | CLAXTON-HEPBURN MEDICAL CENTER    | 214 KING STREET                        |
| 330213 | LEWIS COUNTY GENERAL HOSPITAL     | 7785 NORTH STATE STREET                |
| 330214 | NYU HOSPITALS CENTER              | 550 FIRST AVENUE                       |
| 330215 | ROME MEMORIAL HOSPITAL, INC       | 1500 NORTH JAMES STREET                |
| 330218 | OSWEGO HOSPITAL                   | 110 WEST SIXTH STREET                  |
| 330219 | ERIE COUNTY MEDICAL CENTER        | 462 GRIDER STREET                      |
| 330221 | WYCKOFF HEIGHTS MEDICAL CENTER    | 374 STOCKHOLM STREET                   |
| 330222 | SARATOGA HOSPITAL                 | 211 CHURCH STREET                      |
| 330223 | MASSENA MEMORIAL HOSPITAL         | 1 HOSPITAL DRIVE                       |
| 330224 | BENEDICTINE HOSPITAL              | 105 MARY'S AVENUE                      |
| 330225 | LONG BEACH MEDICAL CENTER         | 455 EAST BAY DRIVE                     |
| 330226 | UNITY HOSPITAL OF ROCHESTER       | 1555 LONG POND ROAD                    |
| 330229 | BROOKS MEMORIAL HOSPITAL          | 529 CENTRAL AVENUE                     |
| 330231 | QUEENS HOSPITAL CENTER            | 82-68 164TH STREET                     |
| 330232 | ST MARY'S HOSPITAL ( TROY )       | 1300 MASSACHUSETTS AVENUE              |
| 330233 | BROOKDALE HOSPITAL MEDICAL CENTER | LINDEN BOULEVARD AT<br>BROOKDALE PLAZA |
| 330234 | WESTCHESTER MEDICAL CENTER        | 100 WOODS RD                           |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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|  |                  |    |
|--|------------------|----|
|  | NEW YORK         | NY |
|  | WARWICK          | NY |
|  | YONKERS          | NY |
|  | OGDENSBURG       | NY |
|  | LOWVILLE         | NY |
|  | NEW YORK         | NY |
|  | ROME             | NY |
|  | OSWEGO           | NY |
|  | BUFFALO          | NY |
|  | BROOKLYN         | NY |
|  | SARATOGA SPRINGS | NY |
|  | MASSENA          | NY |
|  | KINGSTON         | NY |
|  | LONG BEACH       | NY |
|  | ROCHESTER        | NY |
|  | DUNKIRK          | NY |
|  | JAMAICA          | NY |
|  | TROY             | NY |
|  | BROOKLYN         | NY |
|  | VALHALLA         | NY |

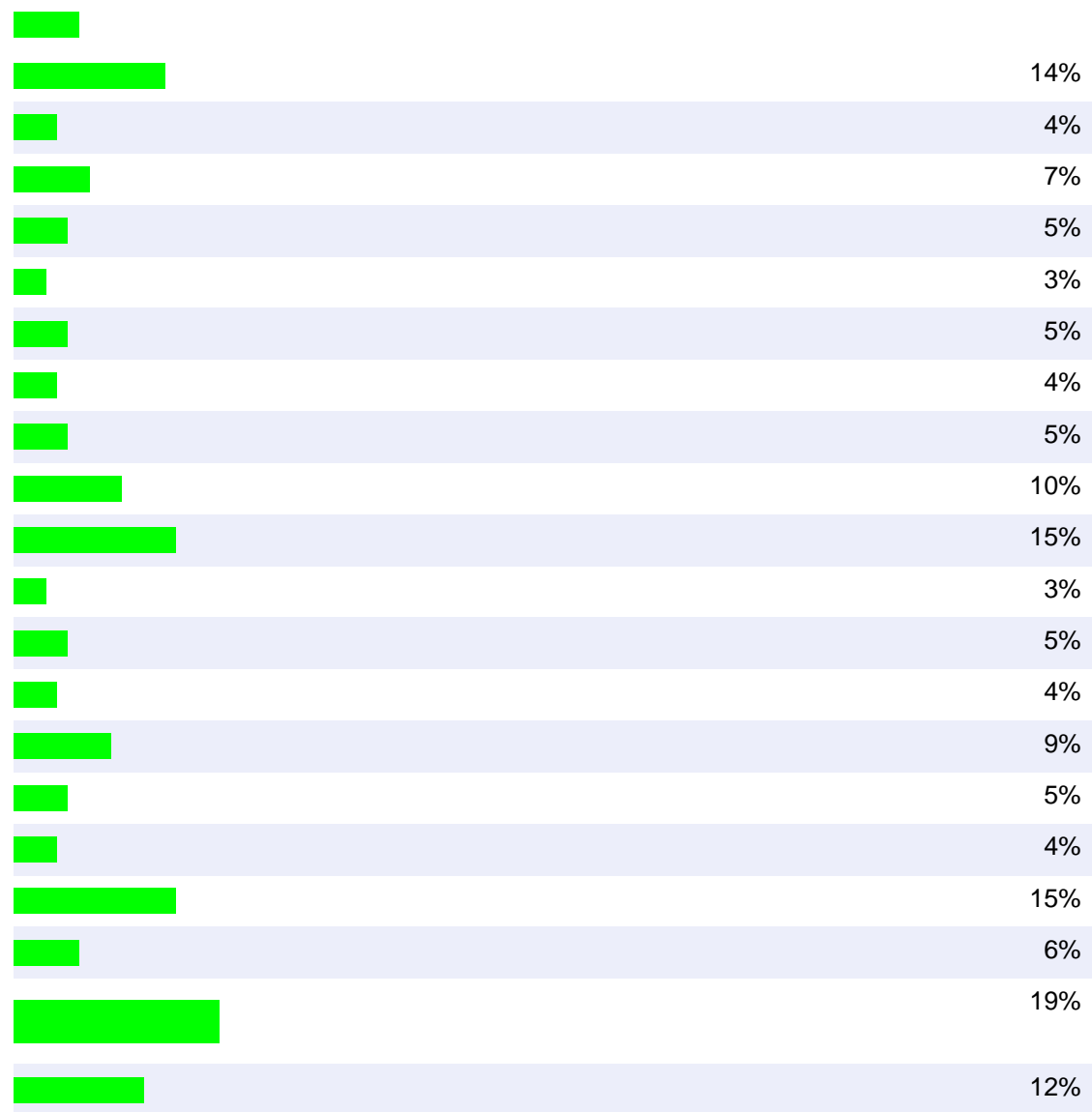
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|       |                |            |
|-------|----------------|------------|
| 10016 | NEW YORK       | 2125614132 |
| 10990 | ORANGE         | 8459862276 |
| 10701 | WESTCHESTER    | 9149644444 |
| 13669 | SAINT LAWRENCE | 3153933600 |
| 13367 | LEWIS          | 3153765200 |
| 10016 | NEW YORK       | 2122637300 |
| 13440 | ONEIDA         | 3153387000 |
| 13126 | OSWEGO         | 3153495511 |
| 14215 | ERIE           | 7168983936 |
| 11237 | KINGS          | 7189637272 |
| 12866 | SARATOGA       | 5185873222 |
| 13662 | SAINT LAWRENCE | 3157641711 |
| 12401 | ULSTER         | 8453382500 |
| 11561 | NASSAU         | 5168971000 |
| 14626 | MONROE         | 5857237000 |
| 14048 | CHAUTAUQUA     | 7163661111 |
| 11432 | QUEENS         | 7188833000 |
| 12180 | RENSSELAER     | 5182725000 |
| 11212 | KINGS          | 7182405966 |
| 10595 | WESTCHESTER    | 9142857017 |

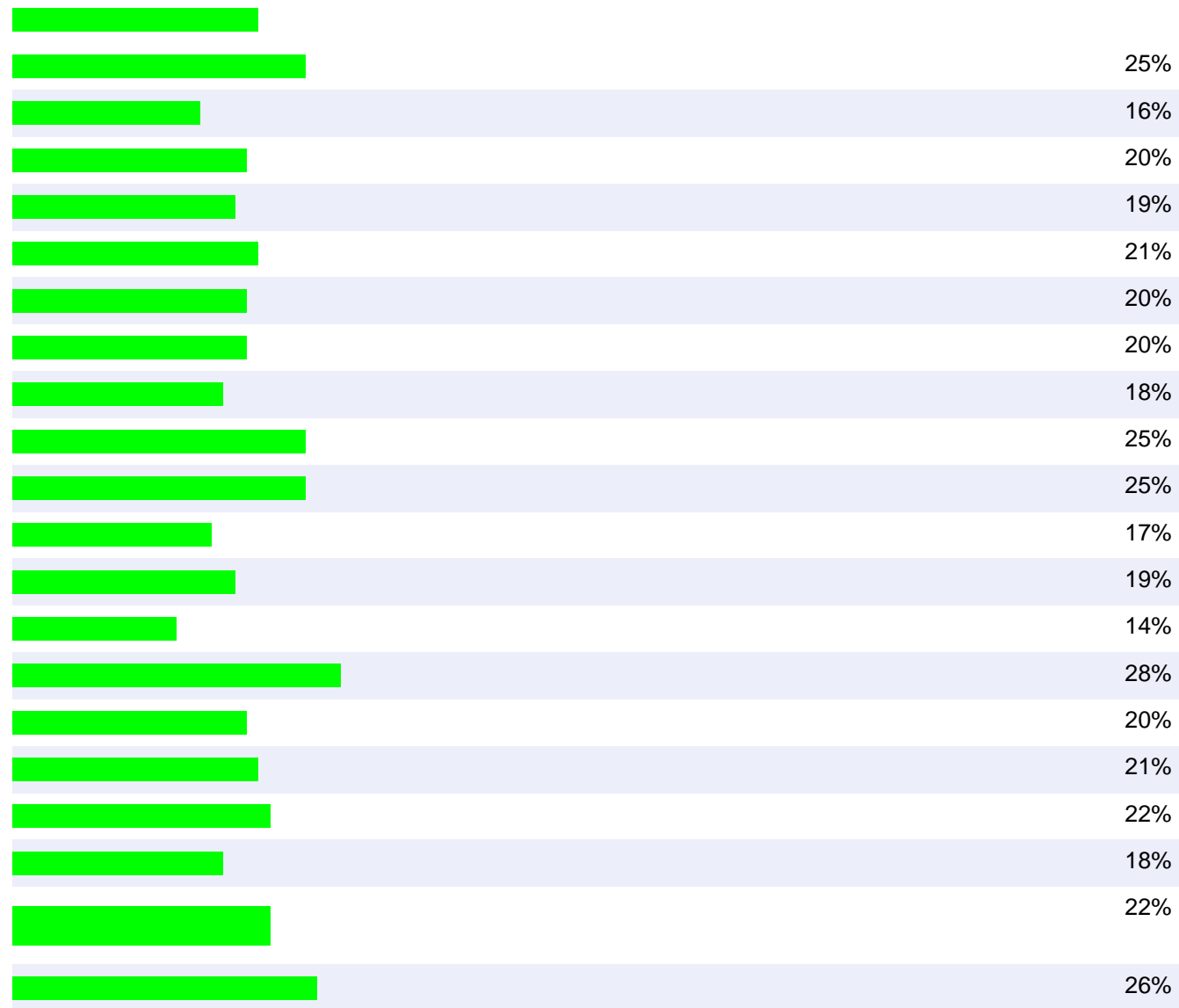
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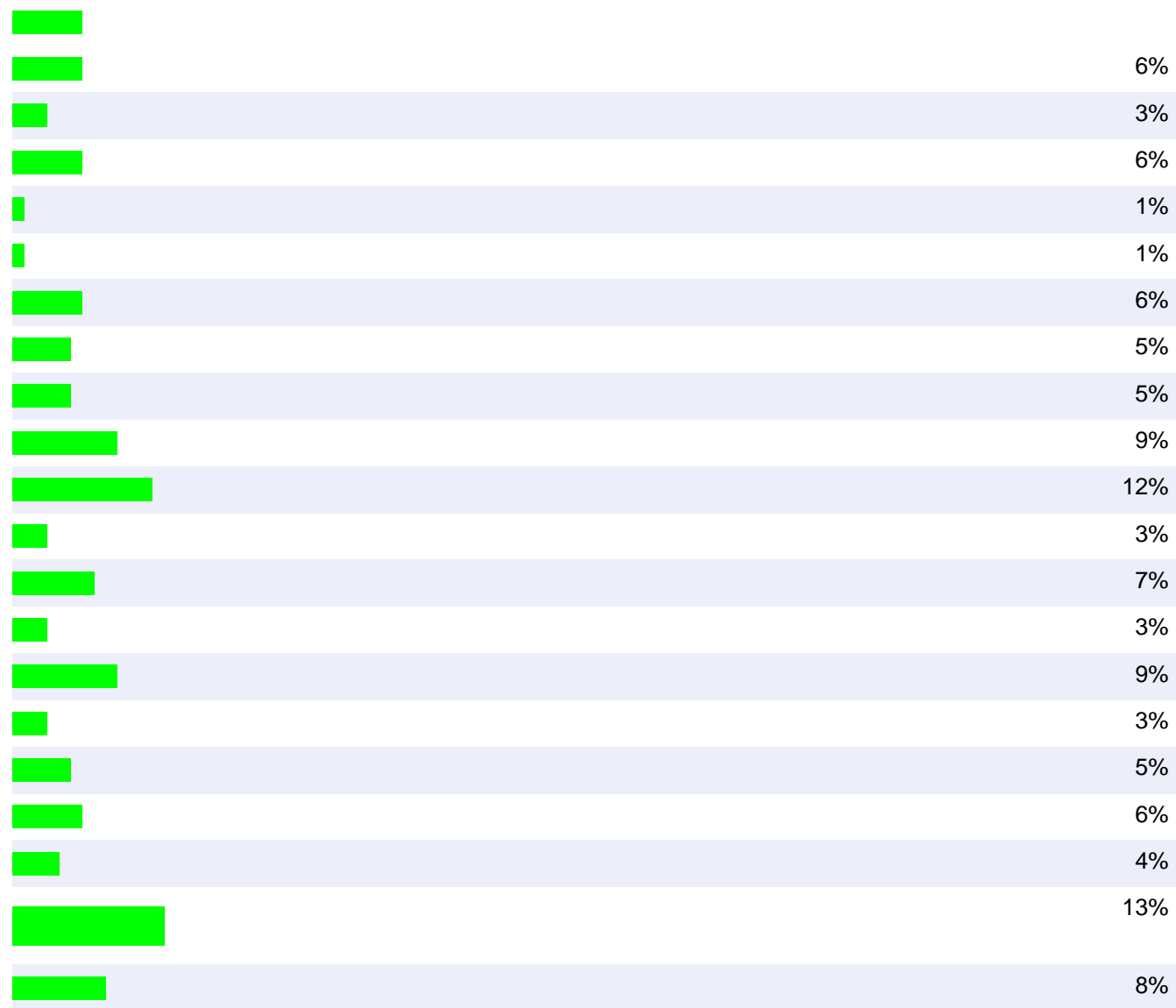
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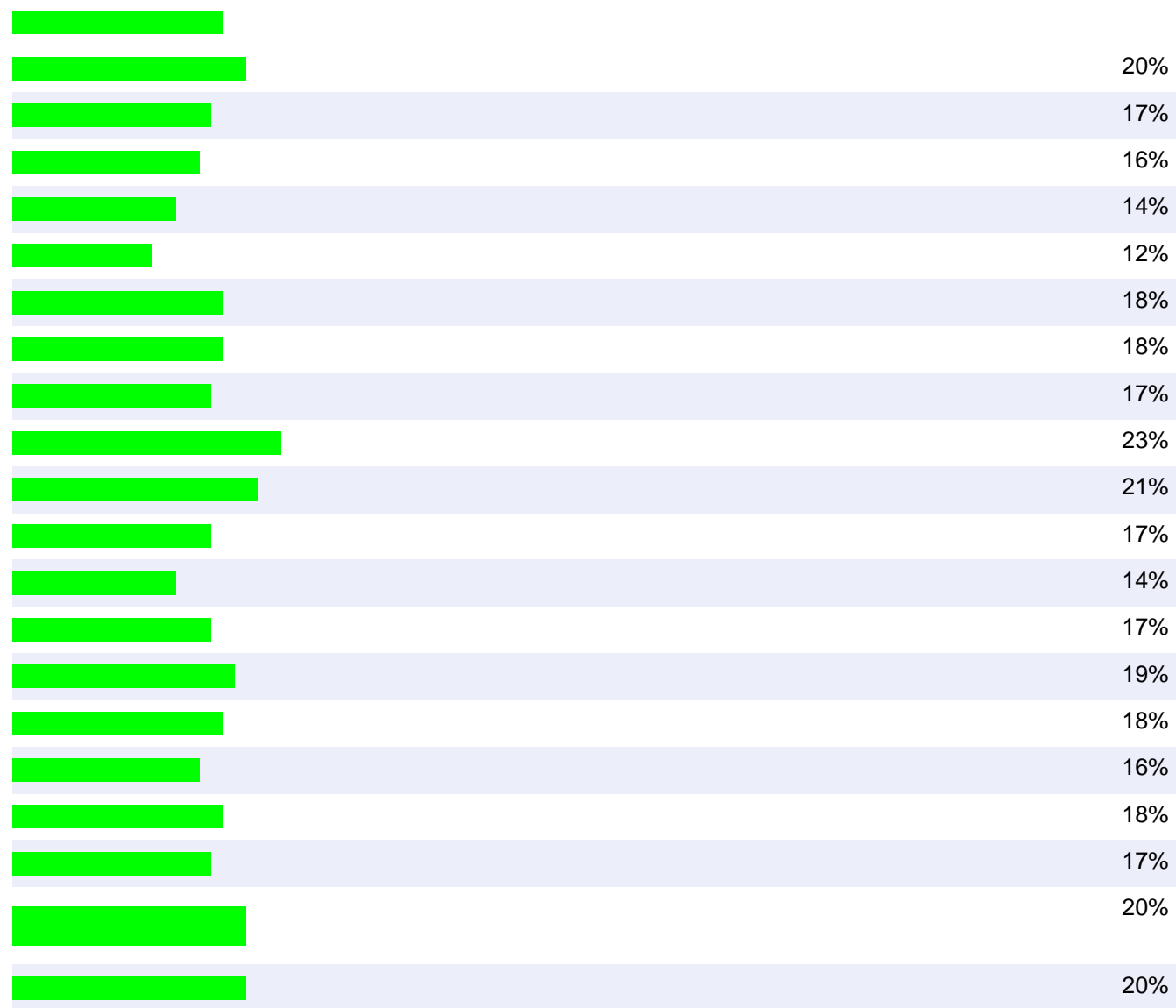
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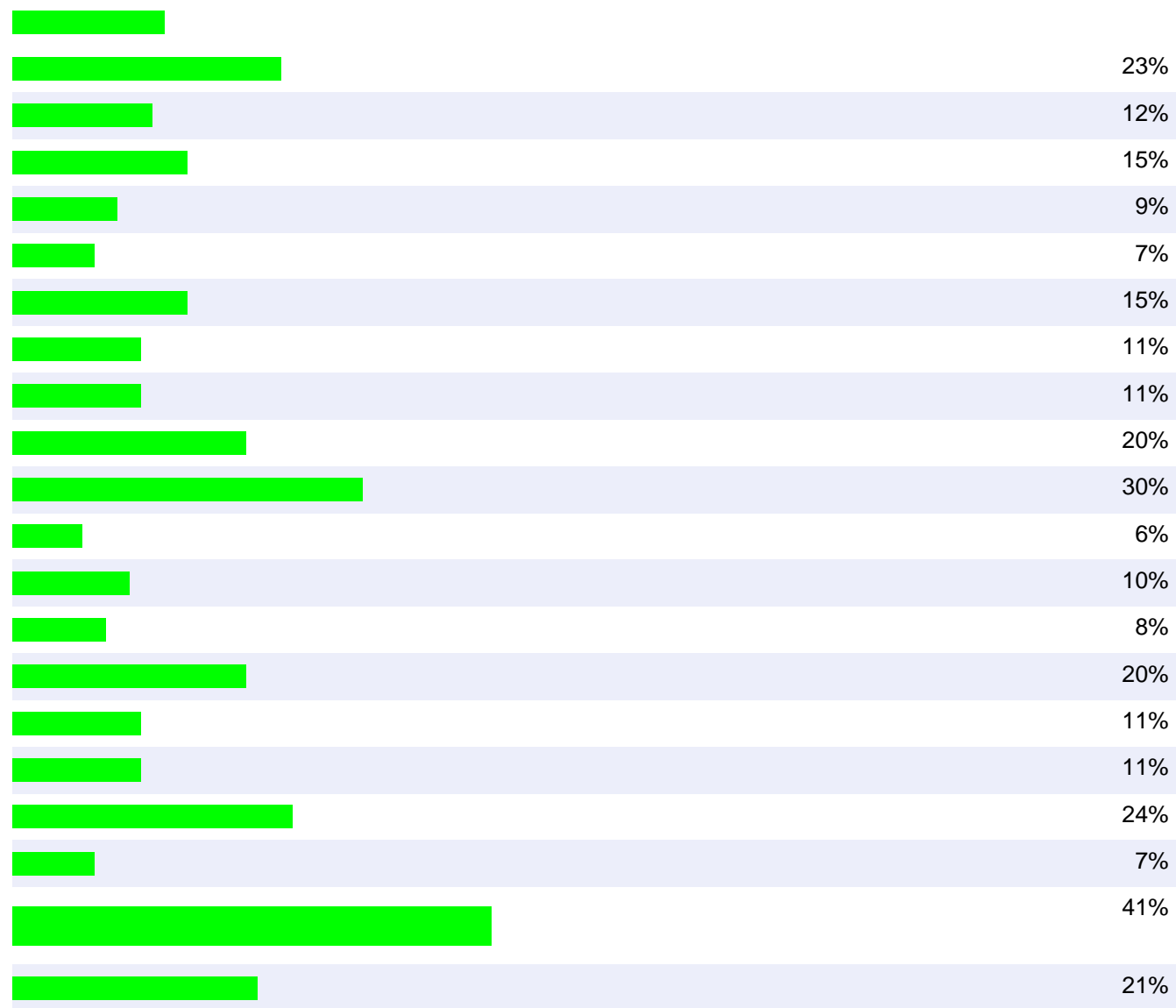
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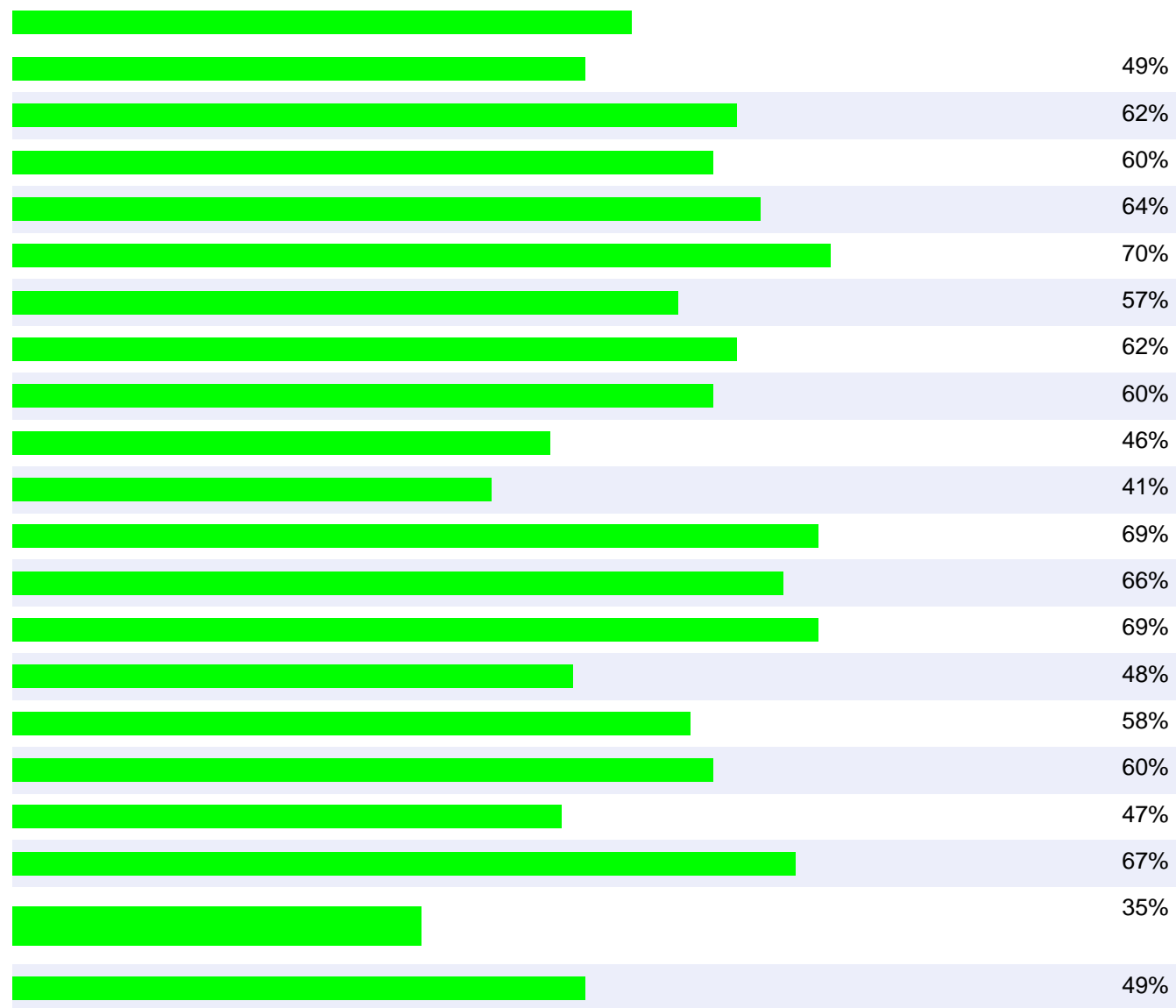
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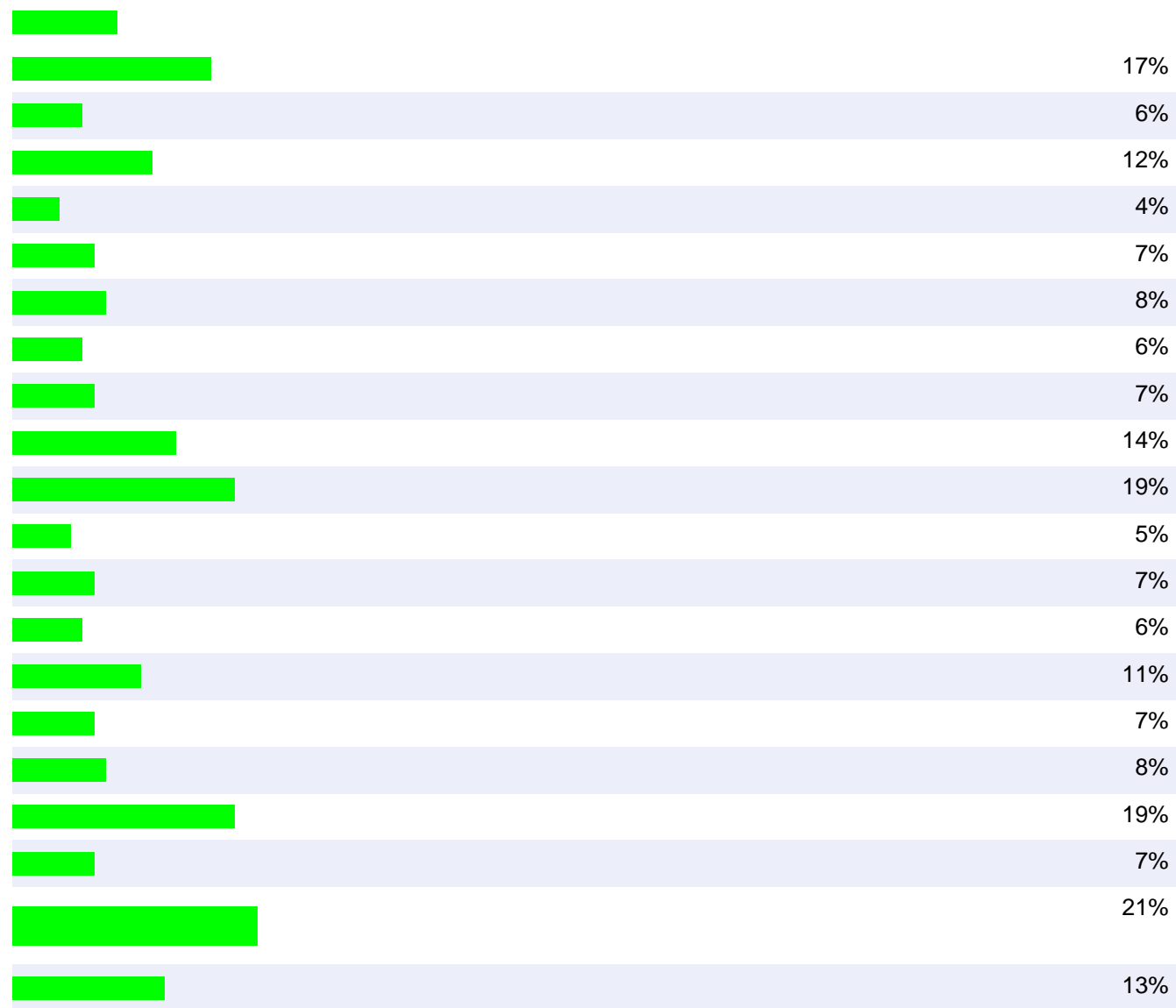
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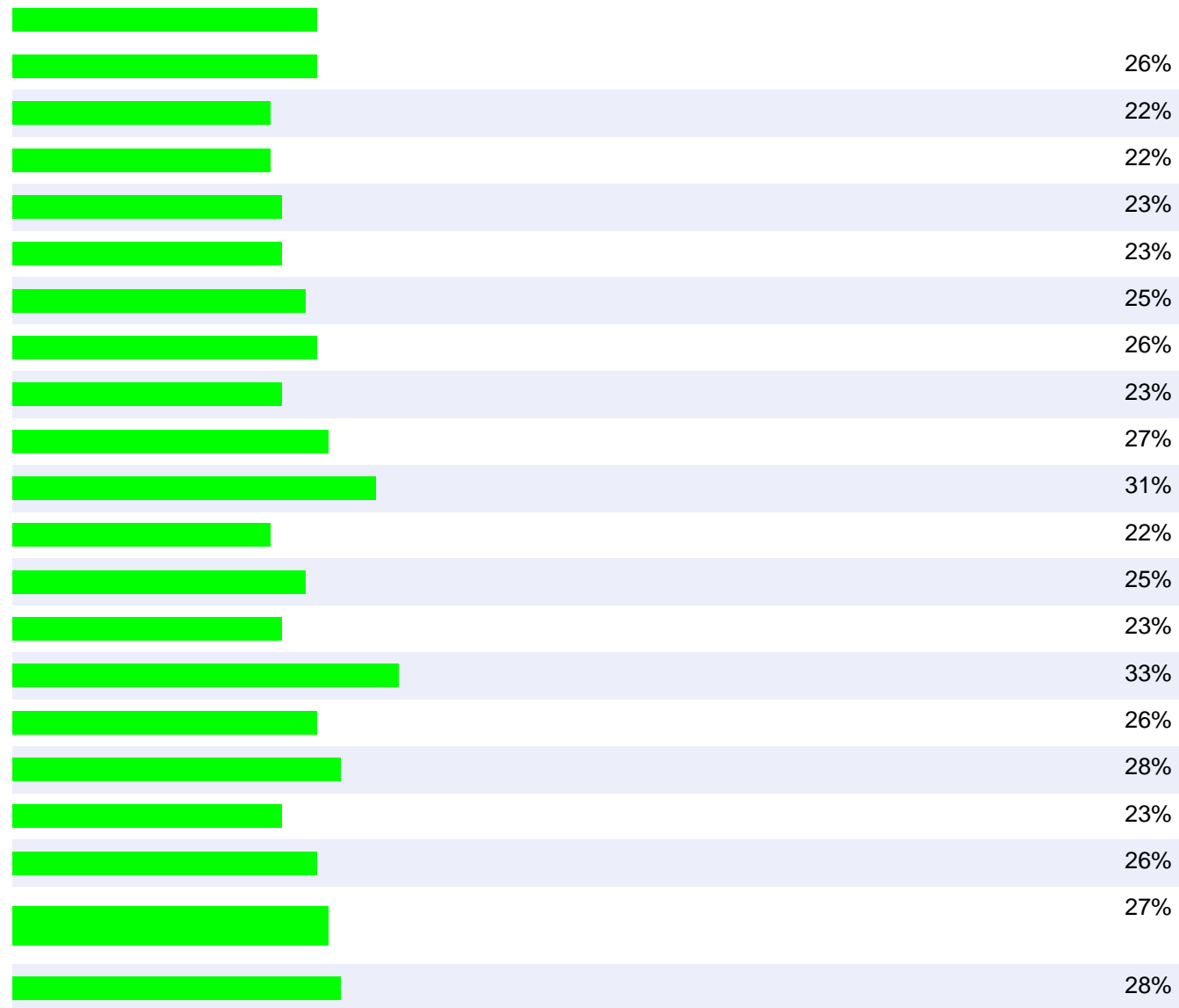
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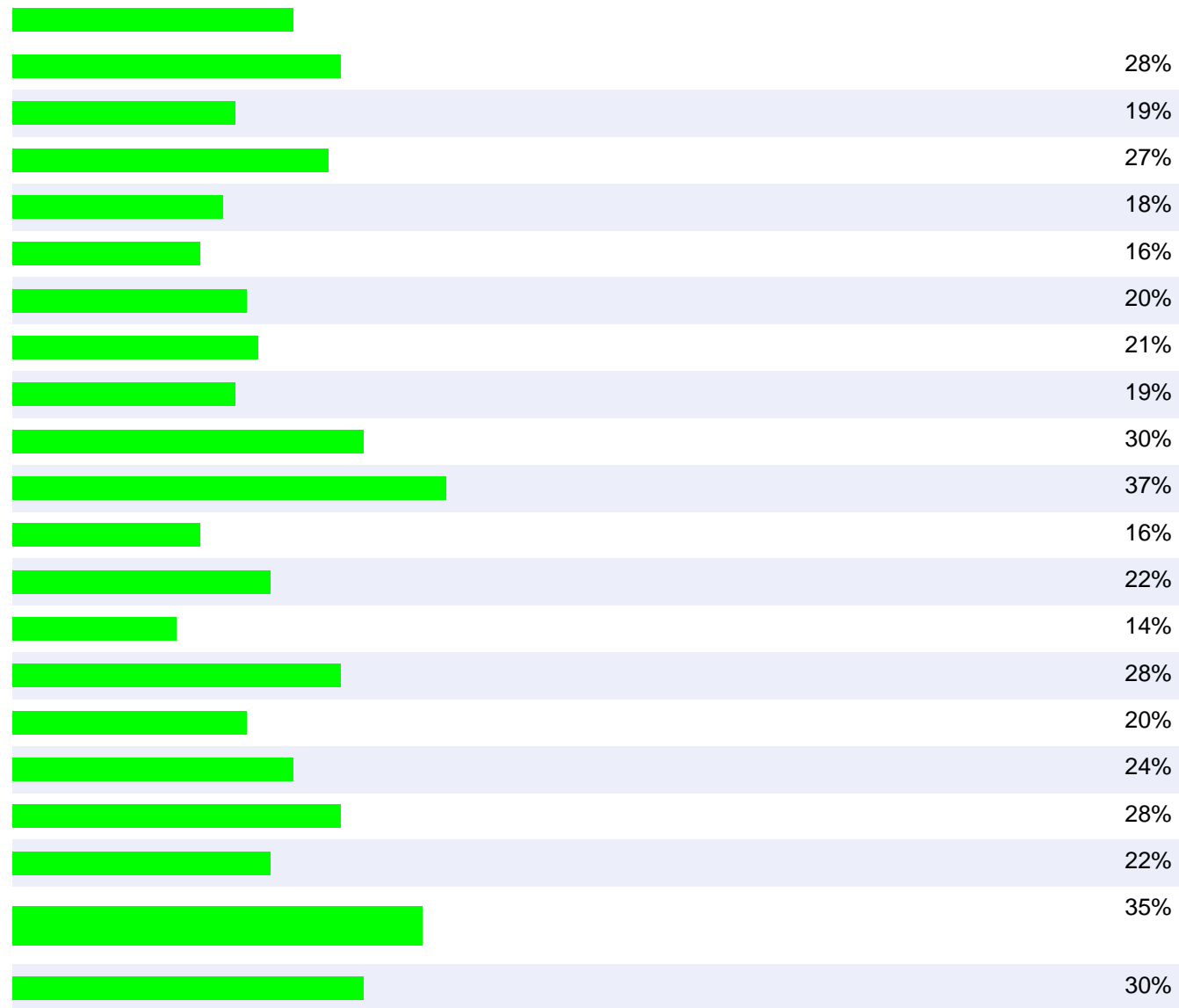
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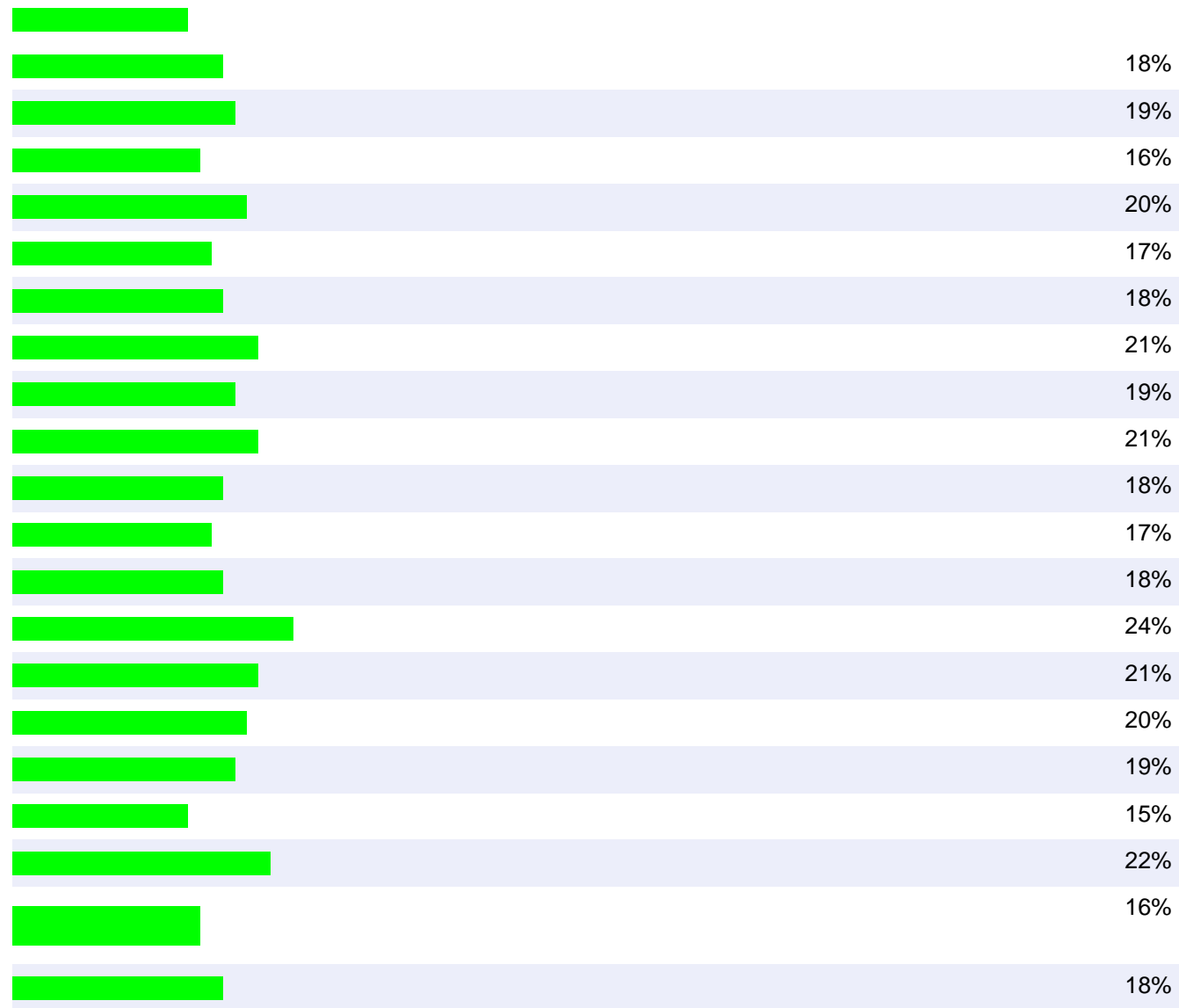
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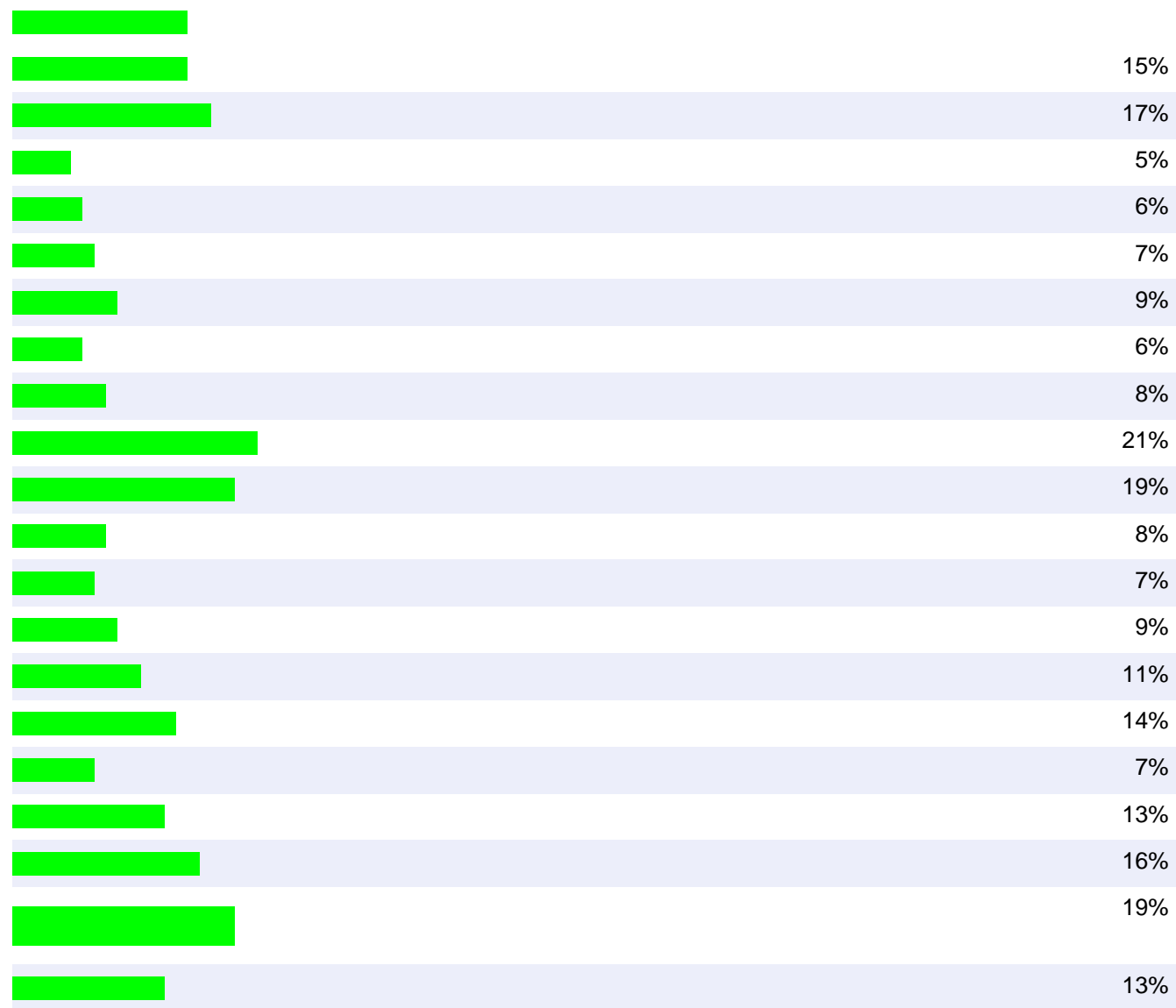
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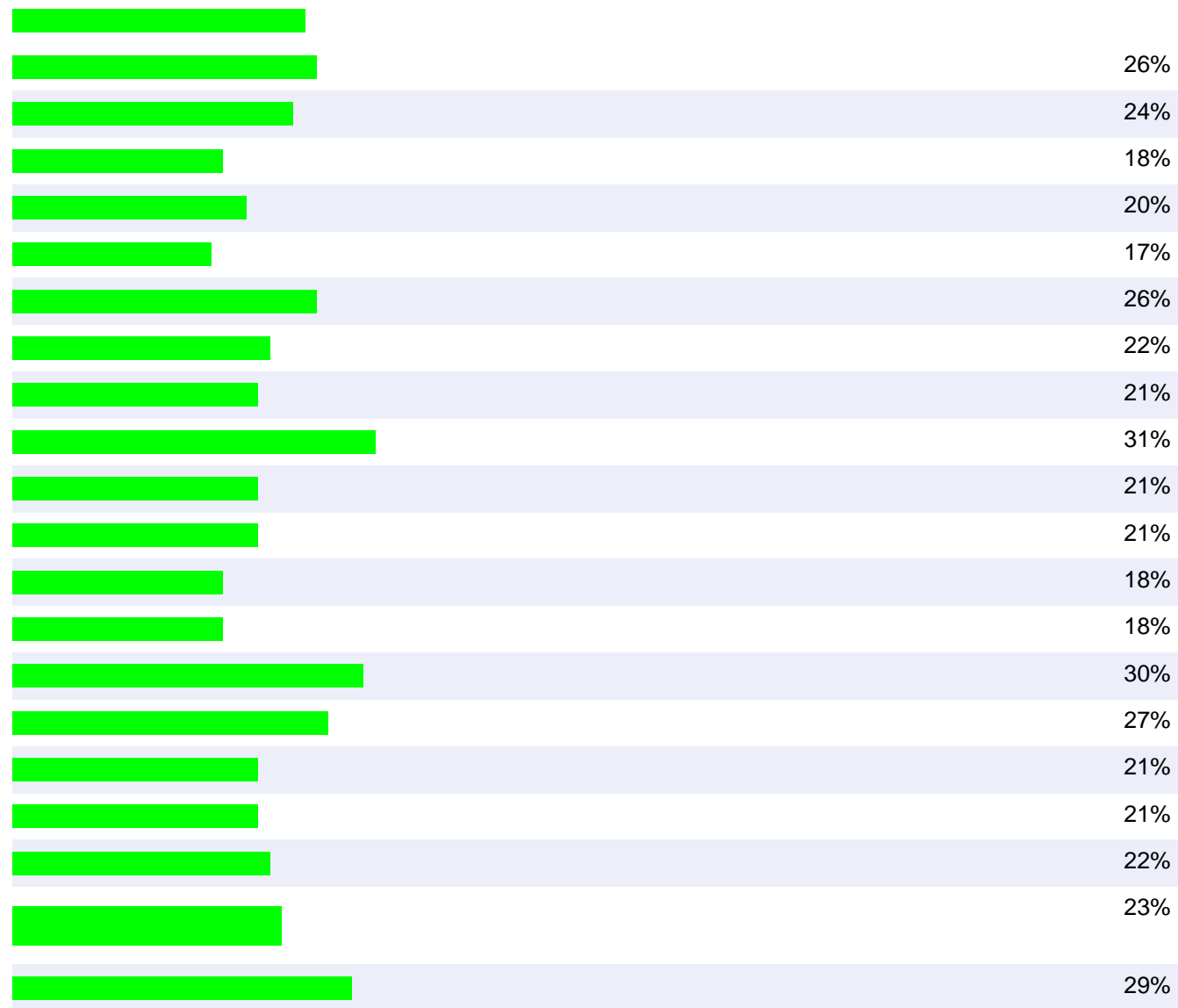
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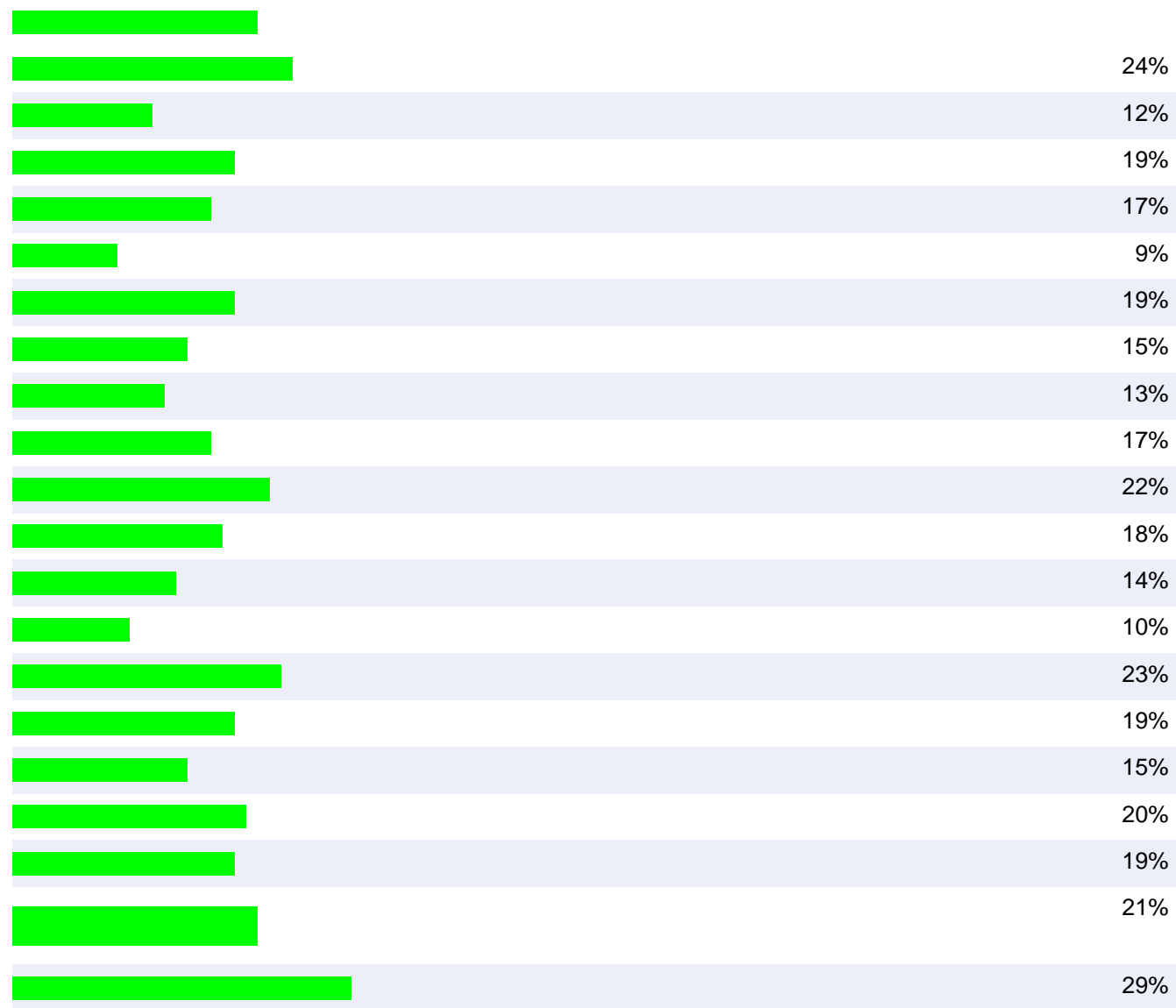
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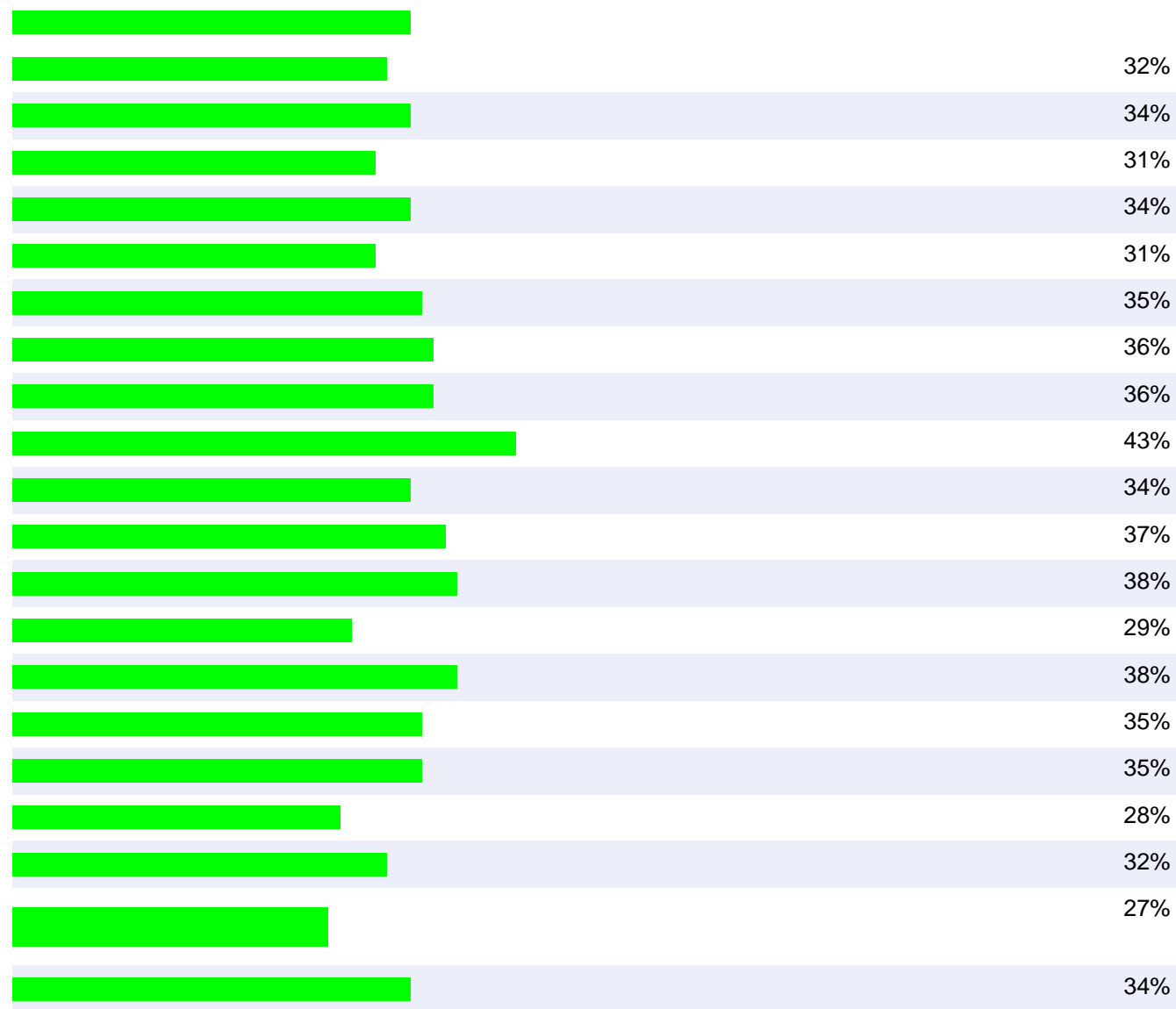
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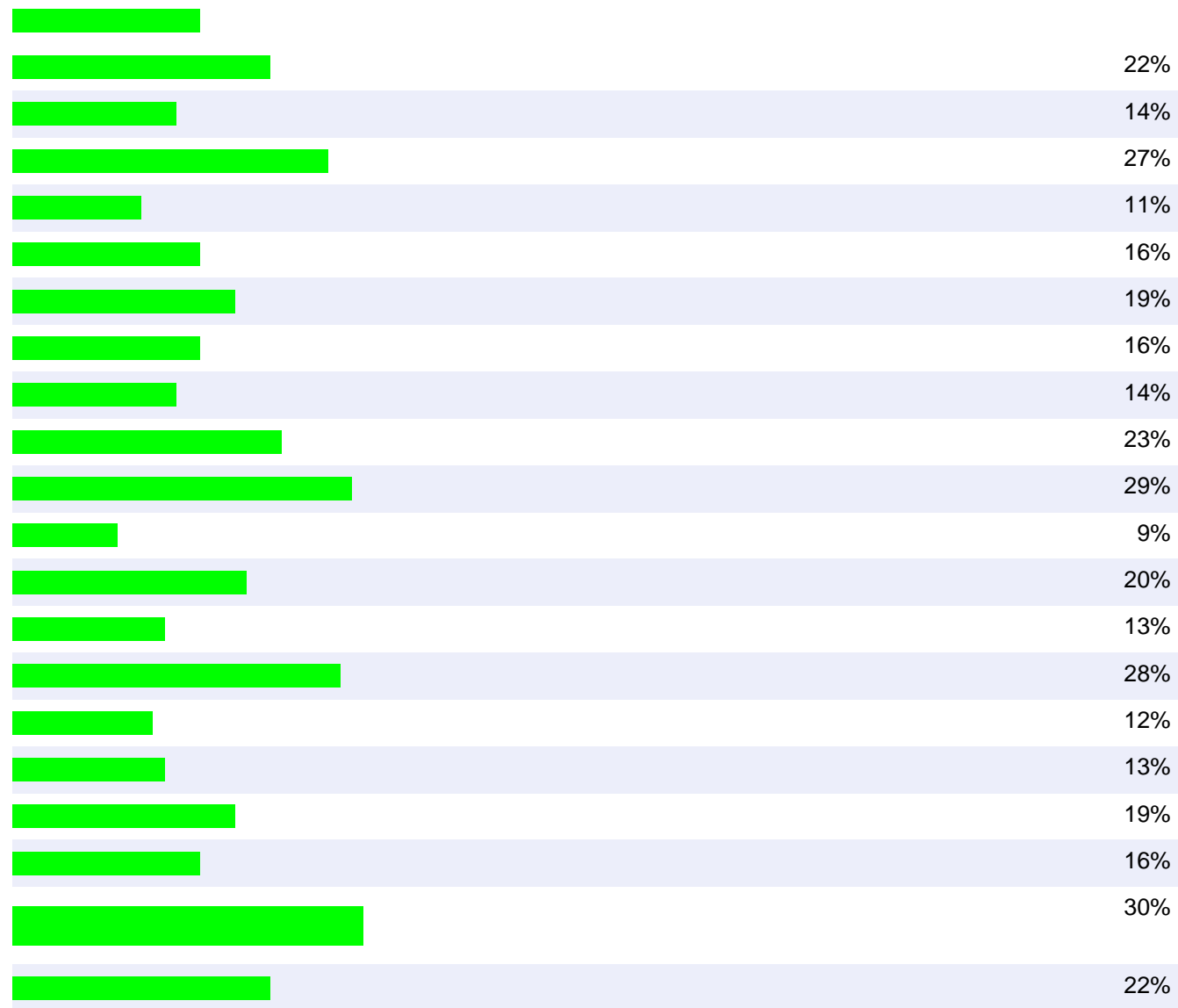
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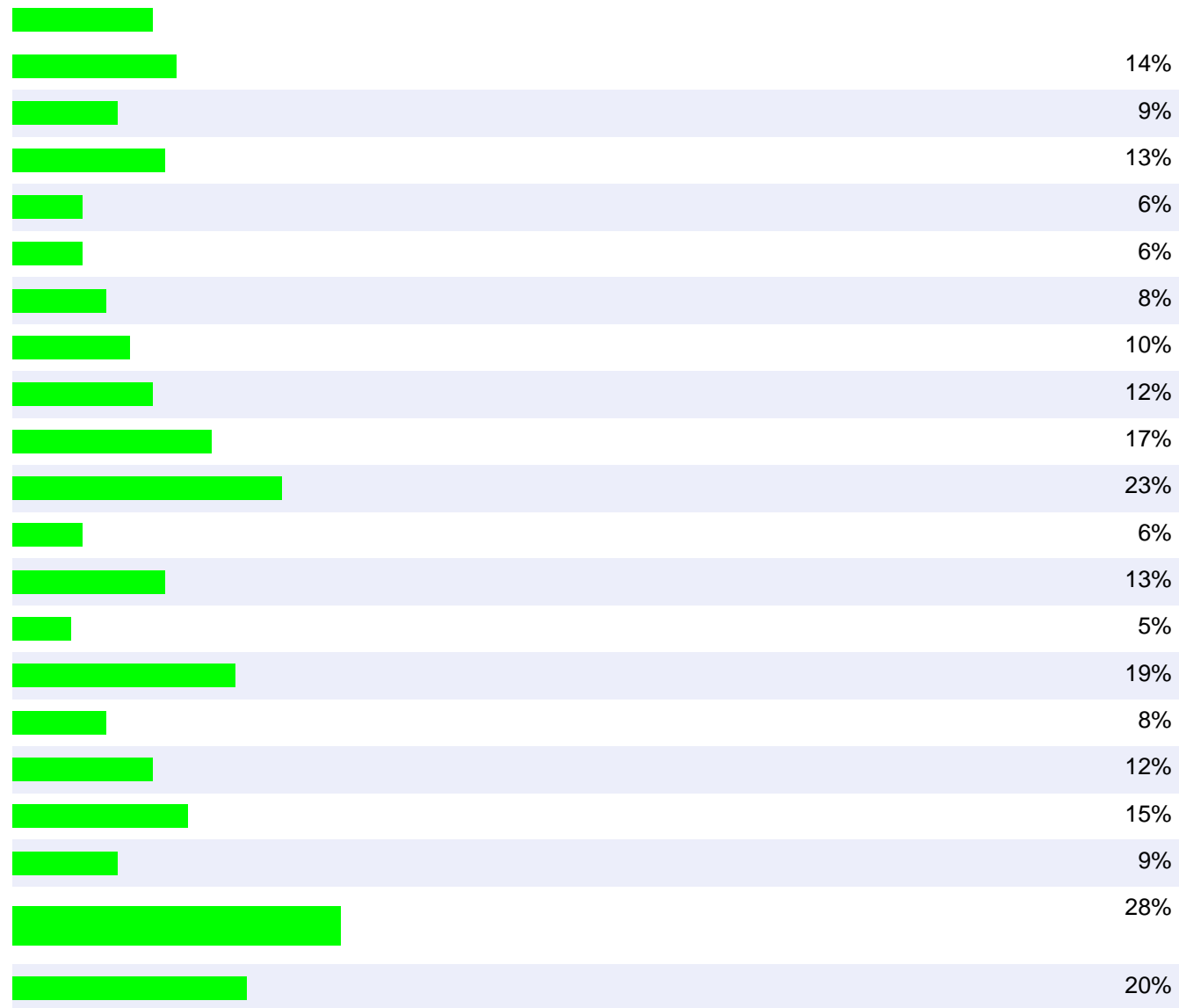
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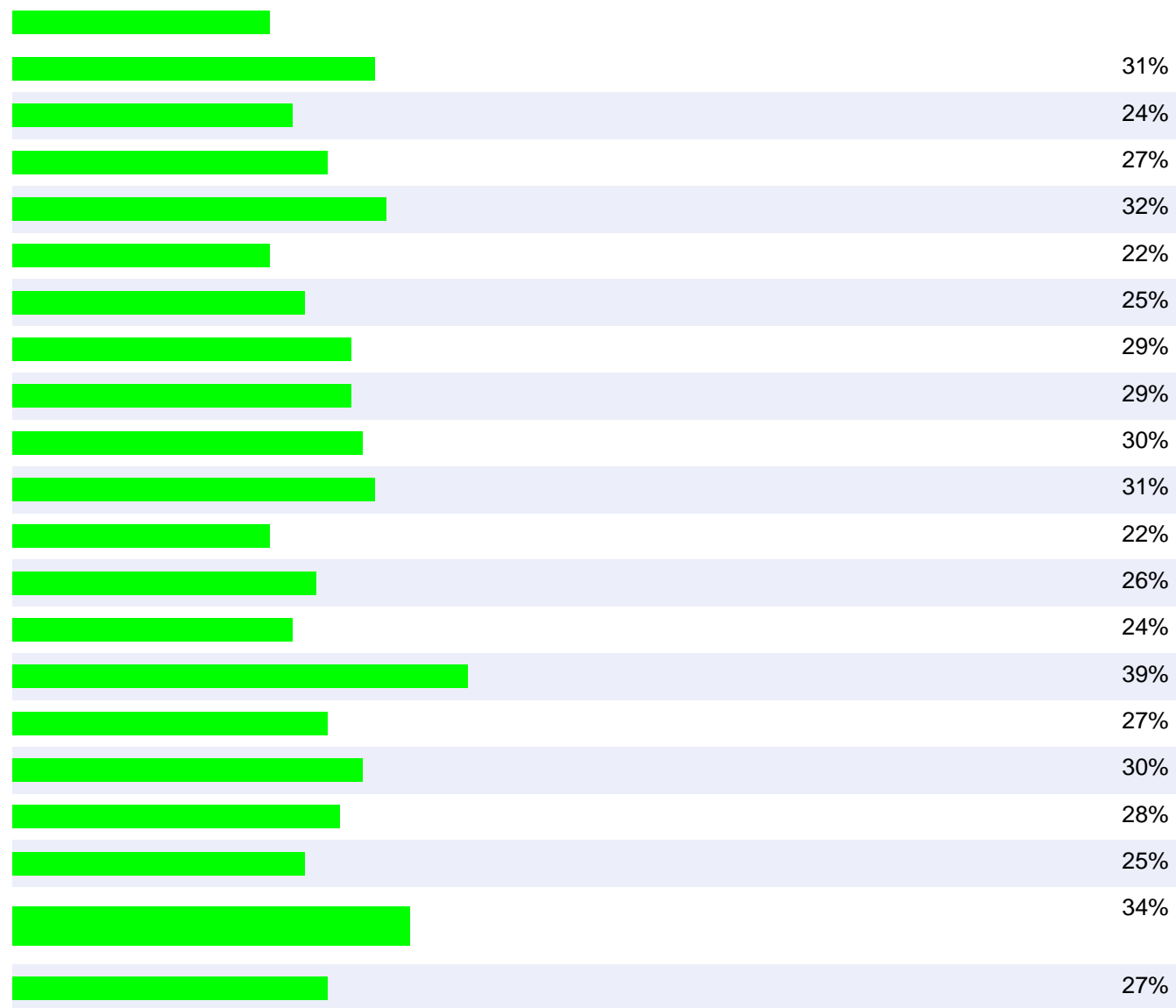
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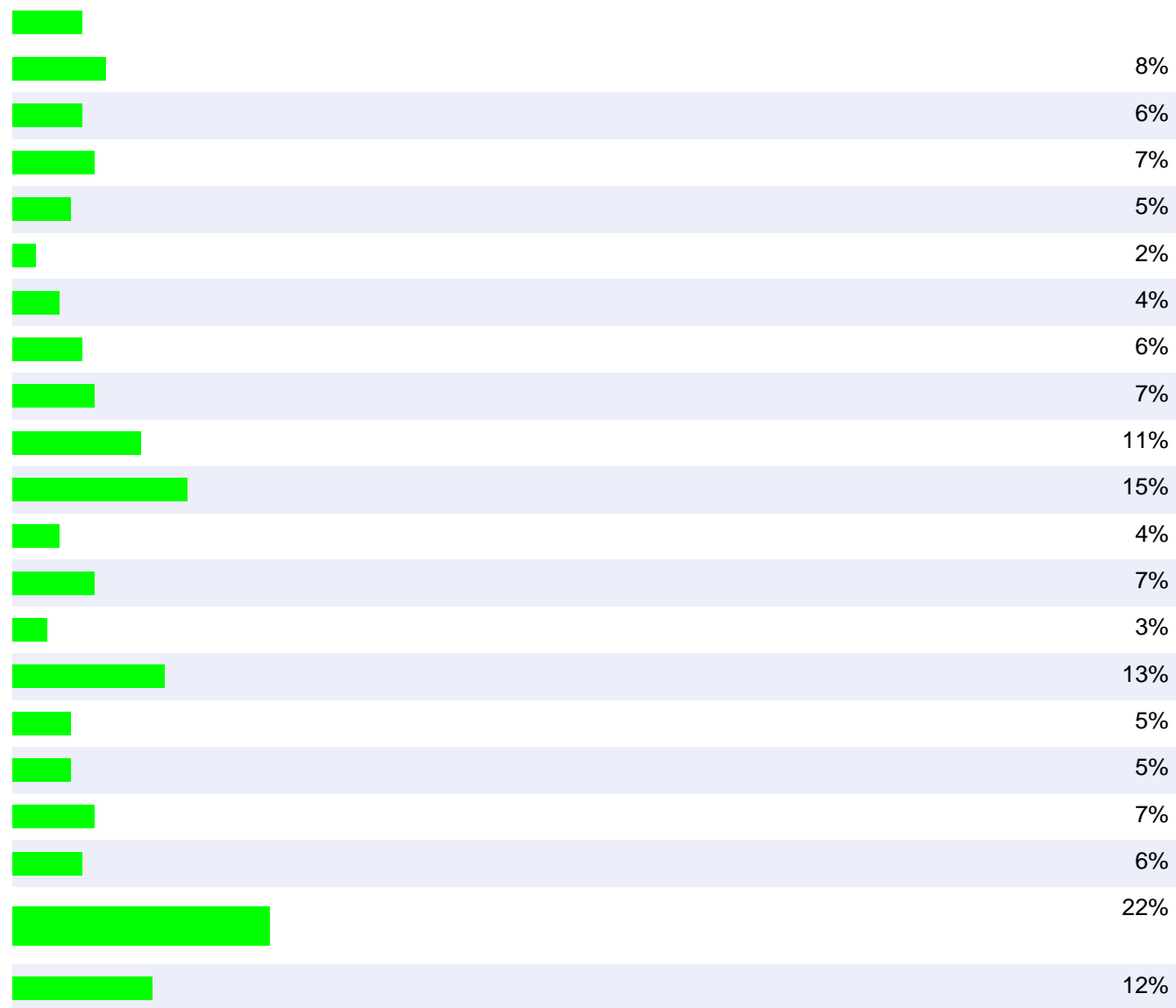
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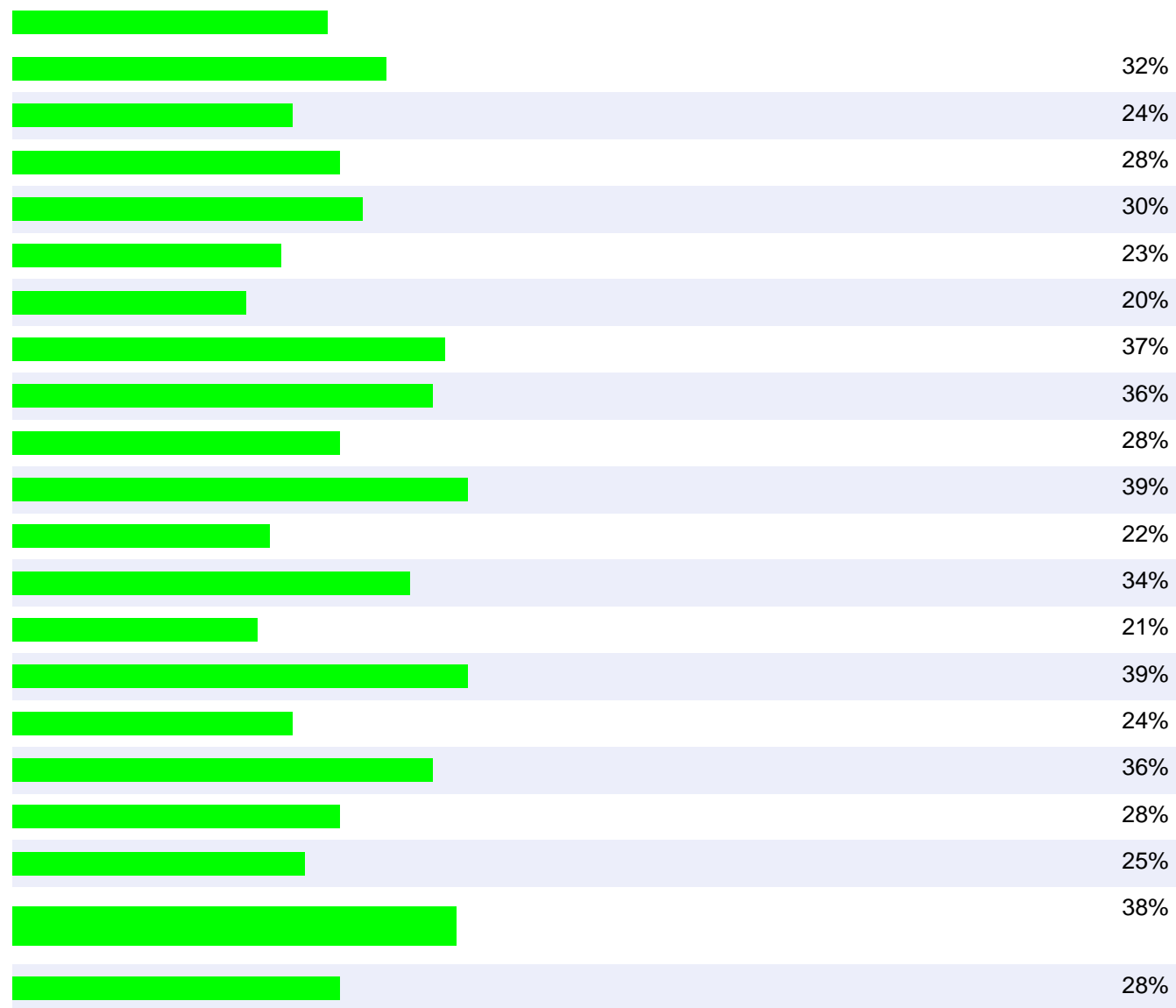
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300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

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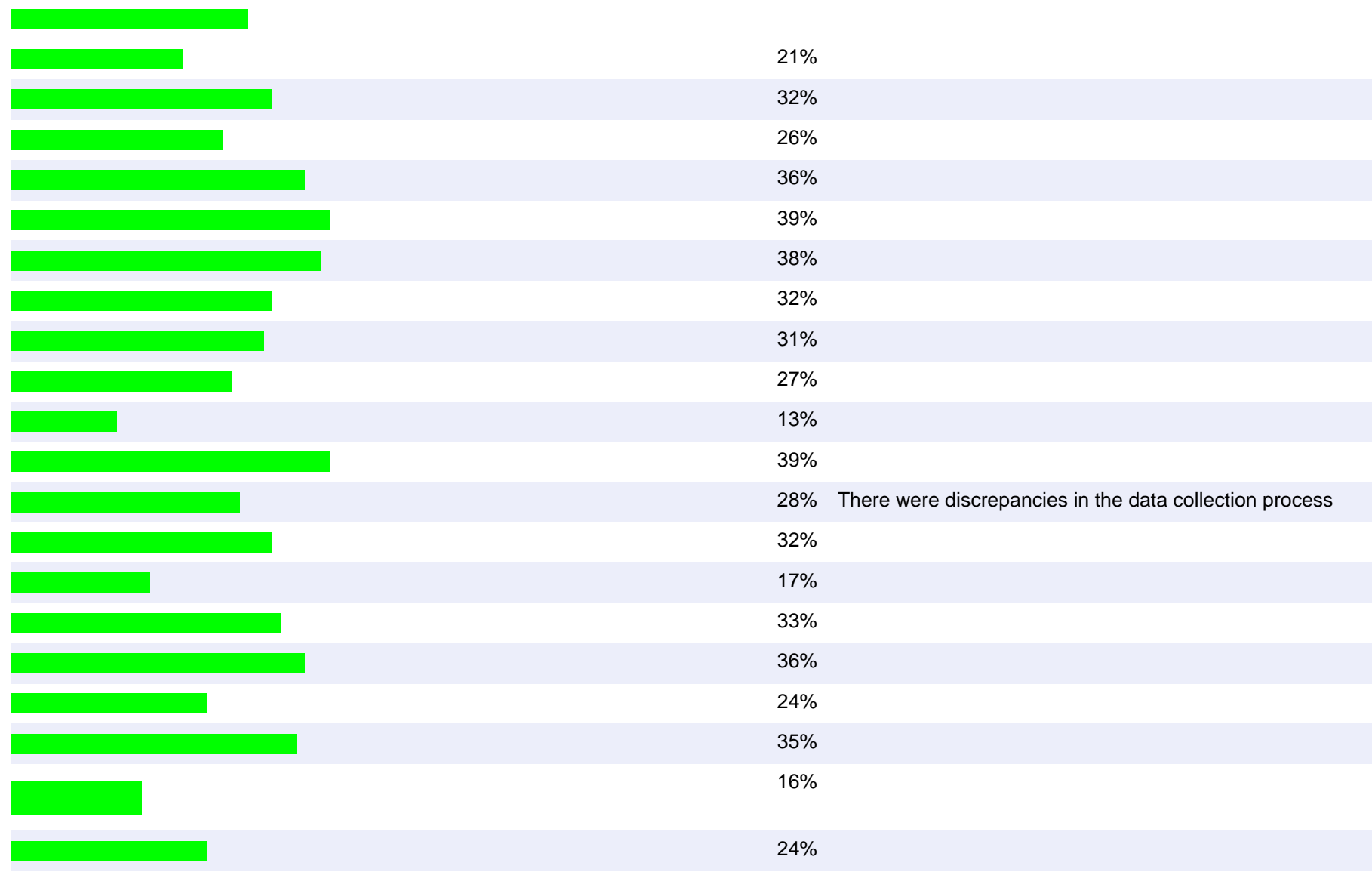
300 or more

300 or more

300 or more

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|        |  |                           |
|--------|--|---------------------------|
| 330235 | AUBURN COMMUNITY HOSPITAL                            | 17 LANSING STREET         |
| 330236 | NEW YORK METHODIST HOSPITAL                          | 506 SIXTH STREET          |
| 330238 | NICHOLAS H NOYES MEMORIAL HOSPITAL                   | 111 CLARA BARTON STREET   |
| 330239 | WOMAN'S CHRISTIAN ASSOCIATION                        | 207 FOOTE AVENUE          |
| 330240 | HARLEM HOSPITAL CENTER                               | 506 LENOX AVENUE          |
| 330241 | UNIVERSITY HOSPITAL S U N Y HEALTH<br>SCIENCE CENTER | 750 EAST ADAMS STREET     |
| 330245 | ST ELIZABETH MEDICAL CENTER                          | 2209 GENESEE STREET       |
| 330246 | ST CHARLES HOSPITAL                                  | 200 BELLE TERRE ROAD      |
| 330249 | COMMUNITY MEMORIAL HOSPITAL, INC                     | 150 BROAD STREET          |
| 330250 | CHAMPLAIN VALLEY PHYSICIANS HOSPITAL<br>MEDICAL CTR  | 75 BEEKMAN STREET         |
| 330259 | MERCY MEDICAL CENTER                                 | 1000 NORTH VILLAGE AVENUE |
| 330261 | PHELPS MEMORIAL HOSPITAL ASSN                        | 701 NORTH BROADWAY        |
| 330263 | CARTHAGE AREA HOSPITAL, INC                          | 1001 WEST STREET          |
| 330264 | ST LUKE'S CORNWALL HOSPITAL                          | 70 DUBOIS STREET          |
| 330265 | CLIFTON SPRINGS HOSPITAL AND CLINIC                  | 2 COULTER ROAD            |
| 330267 | HUDSON VALLEY HOSPITAL CENTER                        | 1980 CROMPOND ROAD        |
| 330268 | COBLESKILL REGIONAL HOSPITAL                         | 178 GRANDVIEW DRIVE       |
| 330270 | HOSPITAL FOR SPECIAL SURGERY                         | 535 EAST 70TH STREET      |
| 330273 | PUTNAM HOSPITAL CENTER                               | 670 STONELEIGH AVENUE     |
| 330276 | NATHAN LITTAUER HOSPITAL                             | 99 EAST STATE STREET      |

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|  |                  |    |
|--|------------------|----|
|  | AUBURN           | NY |
|  | BROOKLYN         | NY |
|  | DANSVILLE        | NY |
|  | JAMESTOWN        | NY |
|  | NEW YORK         | NY |
|  | SYRACUSE         | NY |
|  | UTICA            | NY |
|  | PORT JEFFERSON   | NY |
|  | HAMILTON         | NY |
|  | PLATTSBURGH      | NY |
|  | ROCKVILLE CENTRE | NY |
|  | SLEEPY HOLLOW    | NY |
|  | CARTHAGE         | NY |
|  | NEWBURGH         | NY |
|  | CLIFTON SPRINGS  | NY |
|  | CORTLANDT MANOR  | NY |
|  | COBLESKILL       | NY |
|  | NEW YORK         | NY |
|  | CARMEL           | NY |
|  | GLOVERSVILLE     | NY |

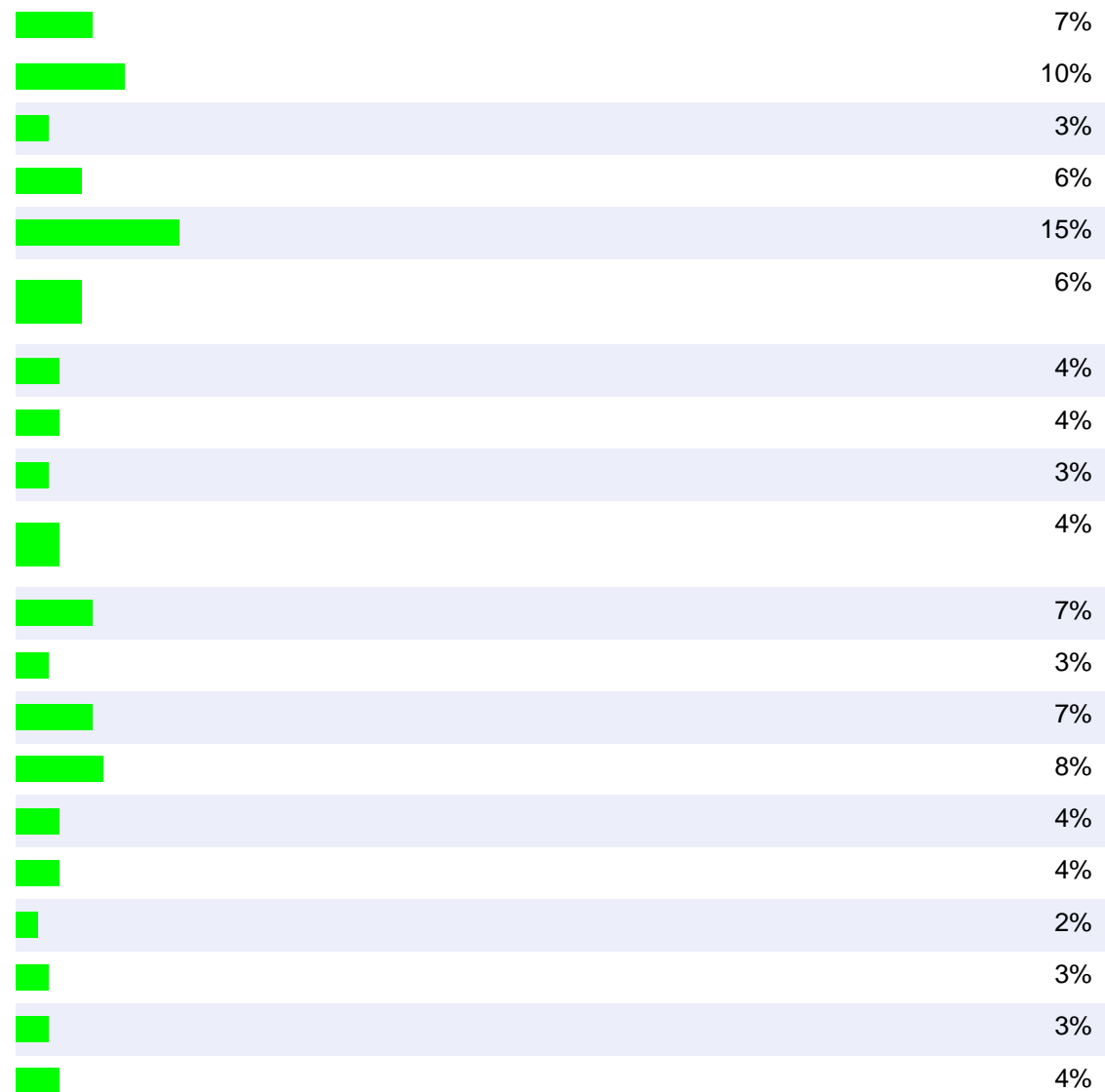
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|       |             |            |
|-------|-------------|------------|
| 13021 | CAYUGA      | 3152557011 |
| 11215 | KINGS       | 7187803000 |
| 14437 | LIVINGSTON  | 5853356001 |
| 14701 | CHAUTAUQUA  | 7164870141 |
| 10037 | NEW YORK    | 2124918400 |
| 13210 | ONONDAGA    | 3154734240 |
| 13501 | ONEIDA      | 3157988100 |
| 11777 | SUFFOLK     | 6314746000 |
| 13346 | MADISON     | 3158241100 |
| 12901 | CLINTON     | 5185612000 |
| 11570 | NASSAU      | 5167052525 |
| 10591 | WESTCHESTER | 9143663000 |
| 13619 | JEFFERSON   | 3154931000 |
| 12550 | ORANGE      | 8455614400 |
| 14432 | ONTARIO     | 3154629561 |
| 10567 | WESTCHESTER | 9147343611 |
| 12043 | SCHOHARIE   | 5182543270 |
| 10021 | NEW YORK    | 2126061000 |
| 10512 | PUTNAM      | 9142795711 |
| 12078 | FULTON      | 5187258621 |

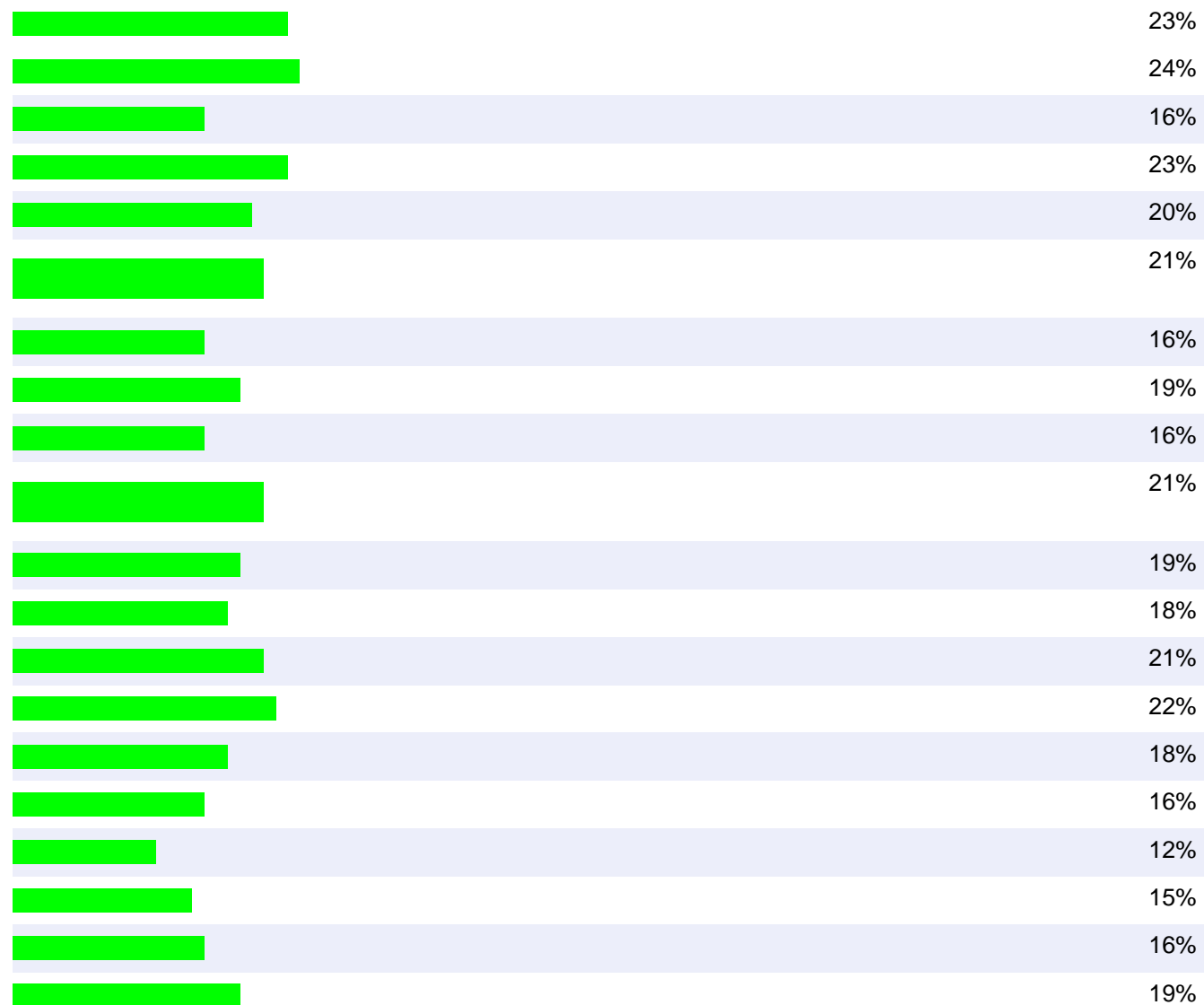
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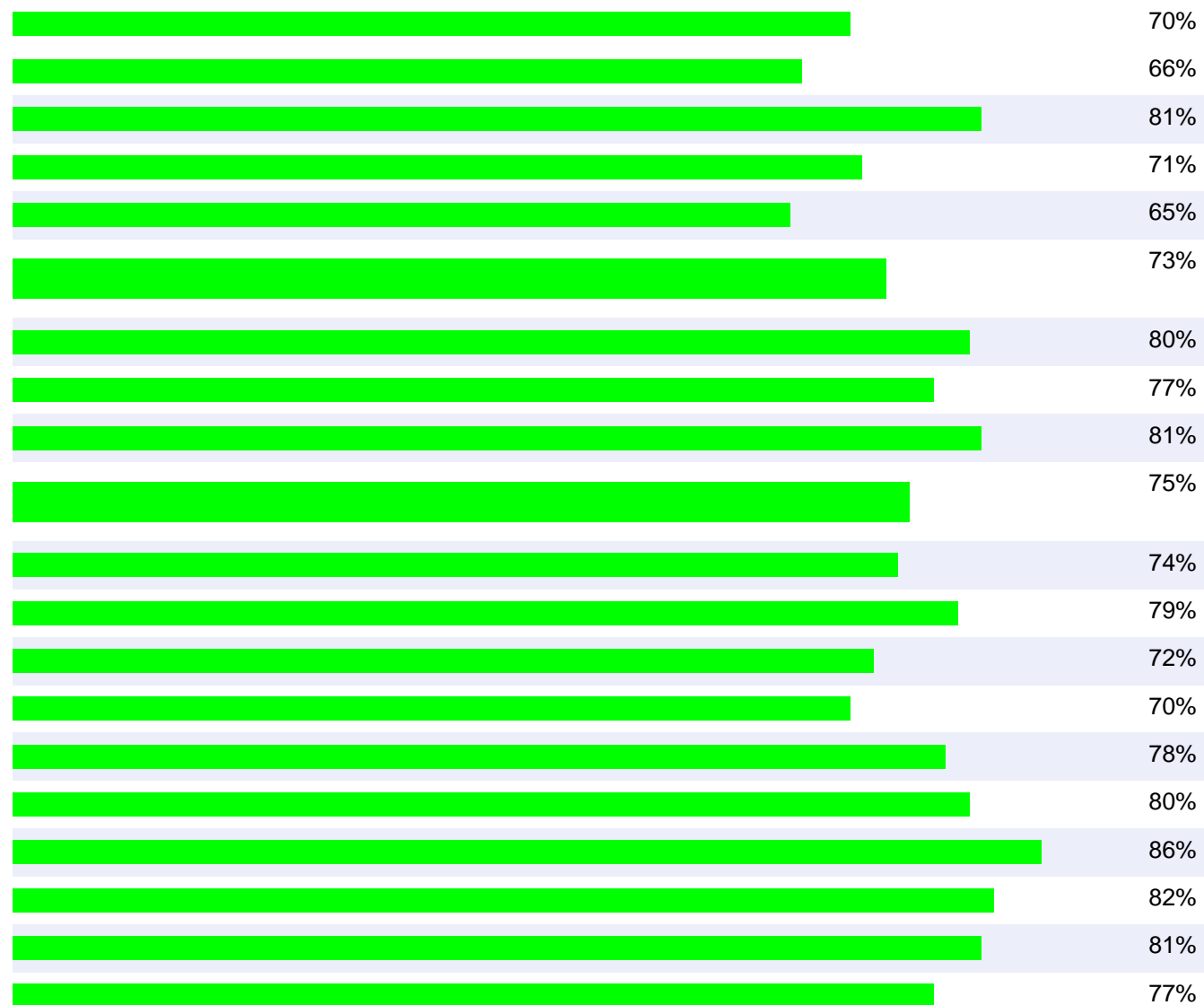
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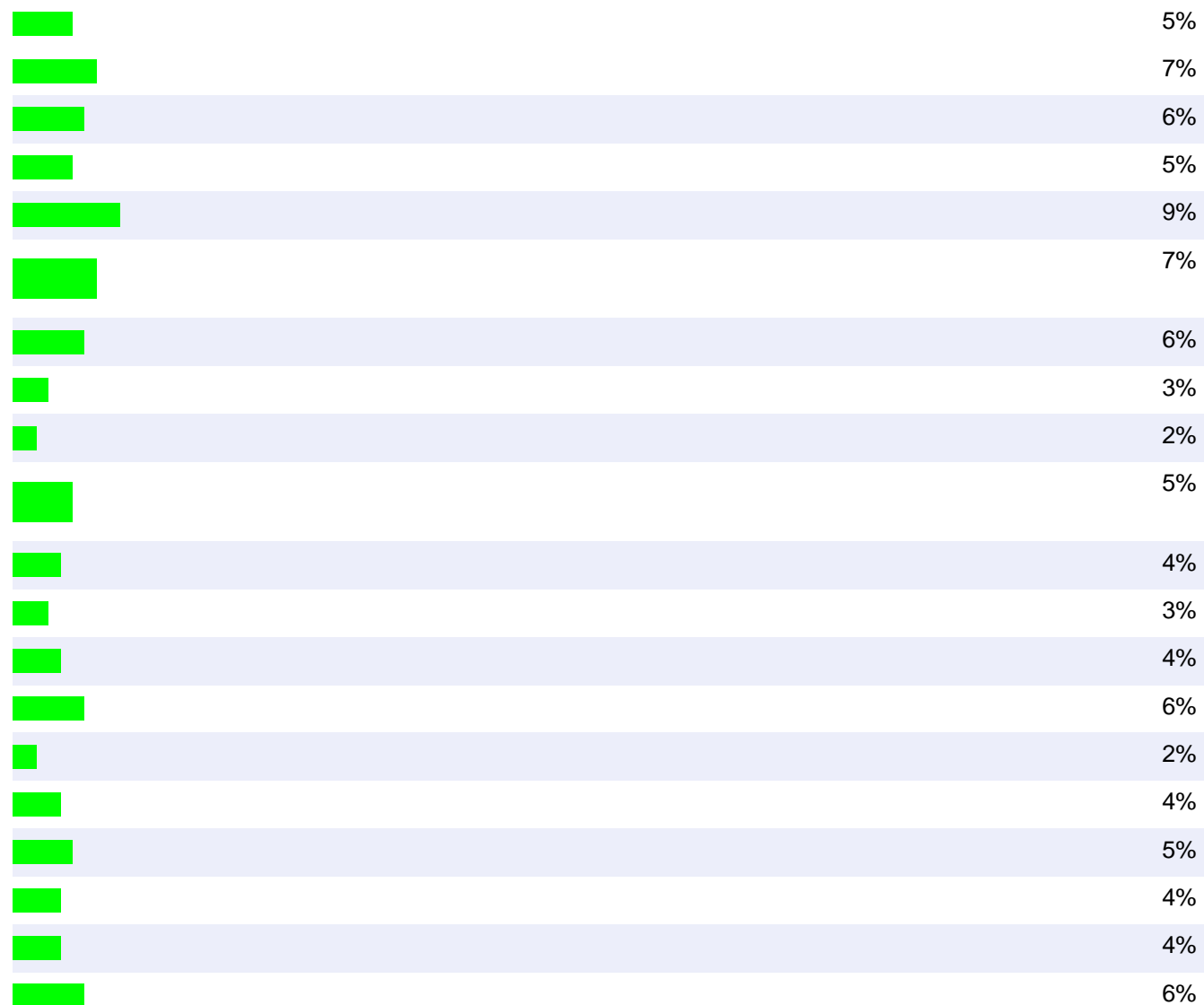
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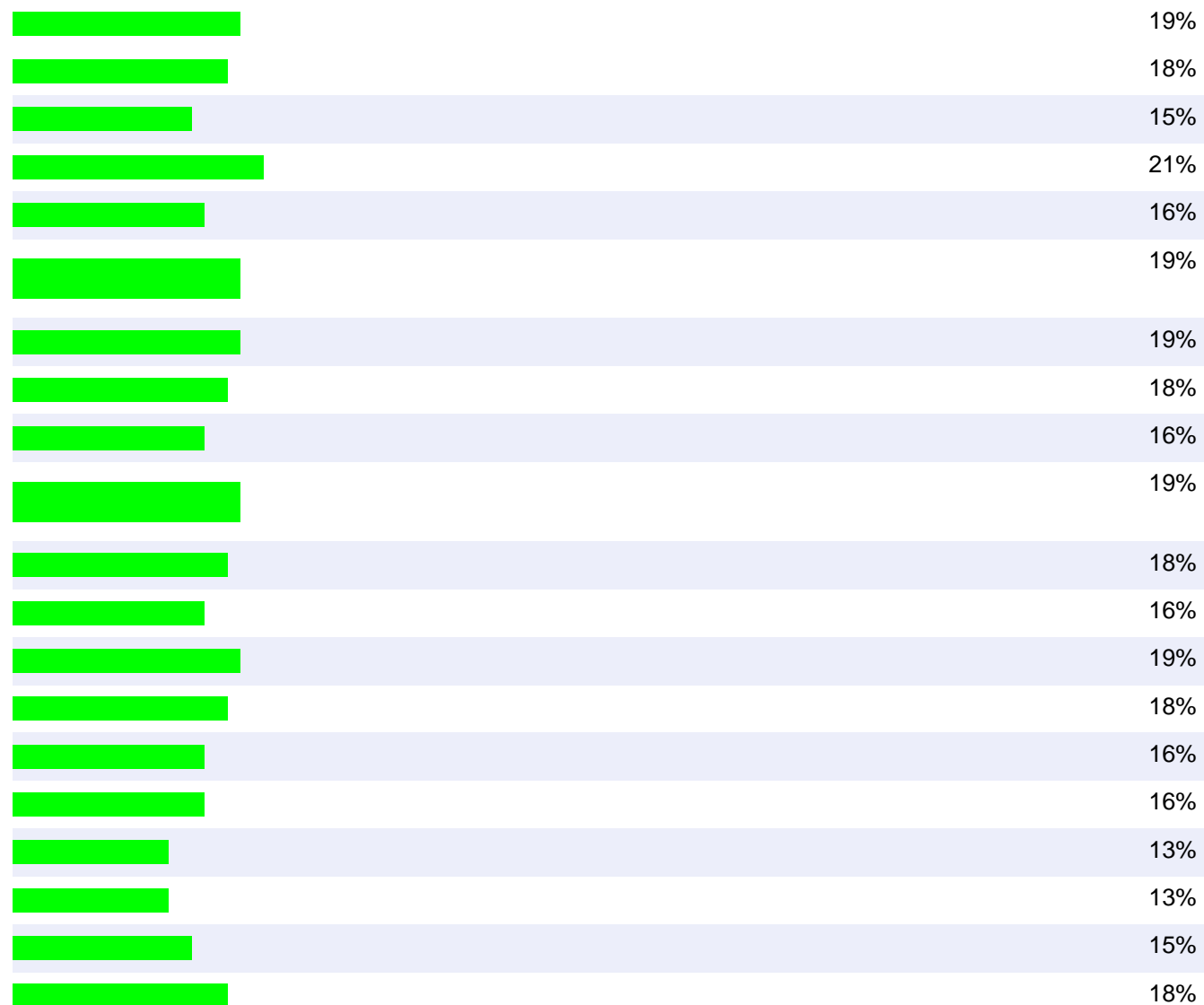
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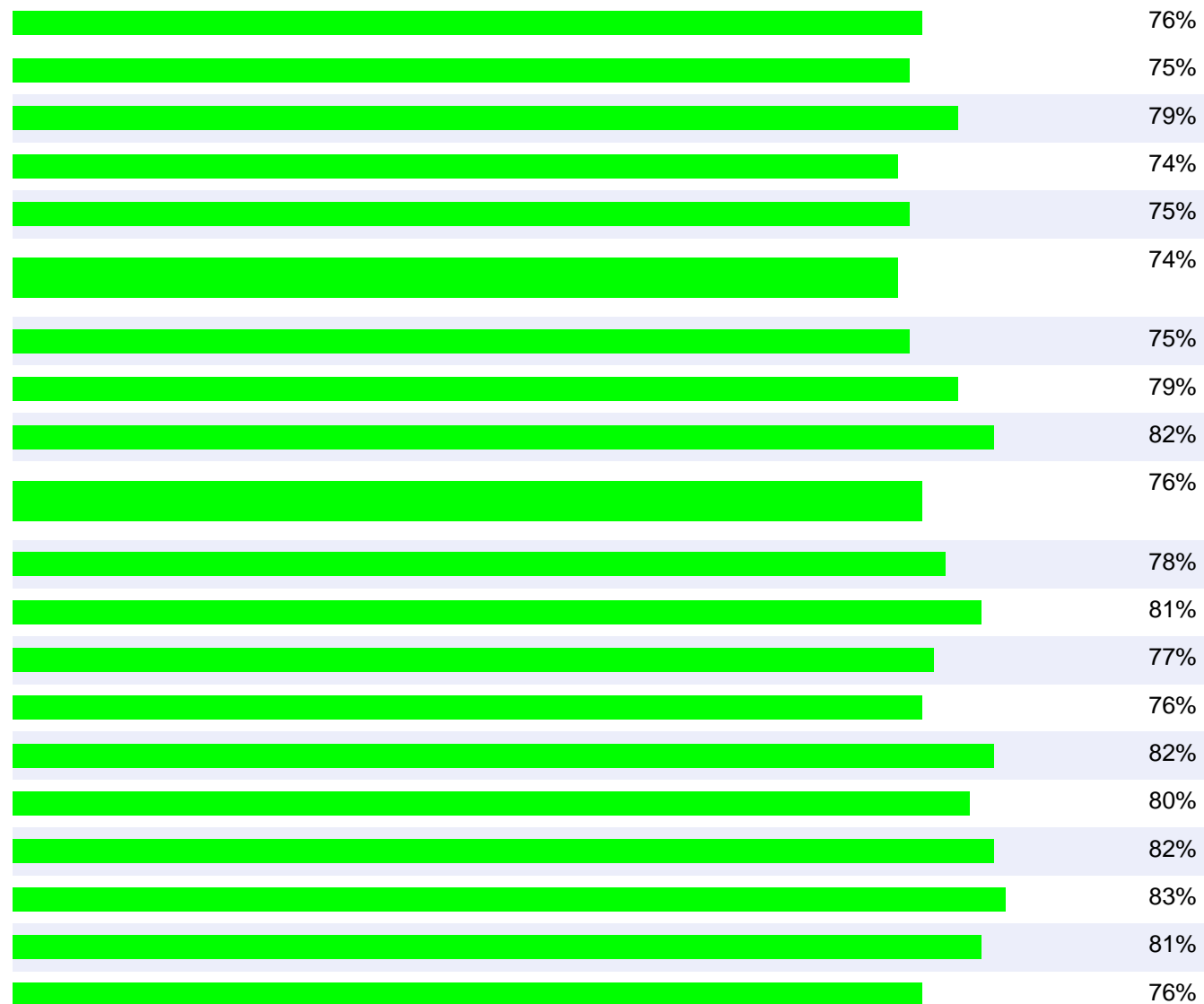
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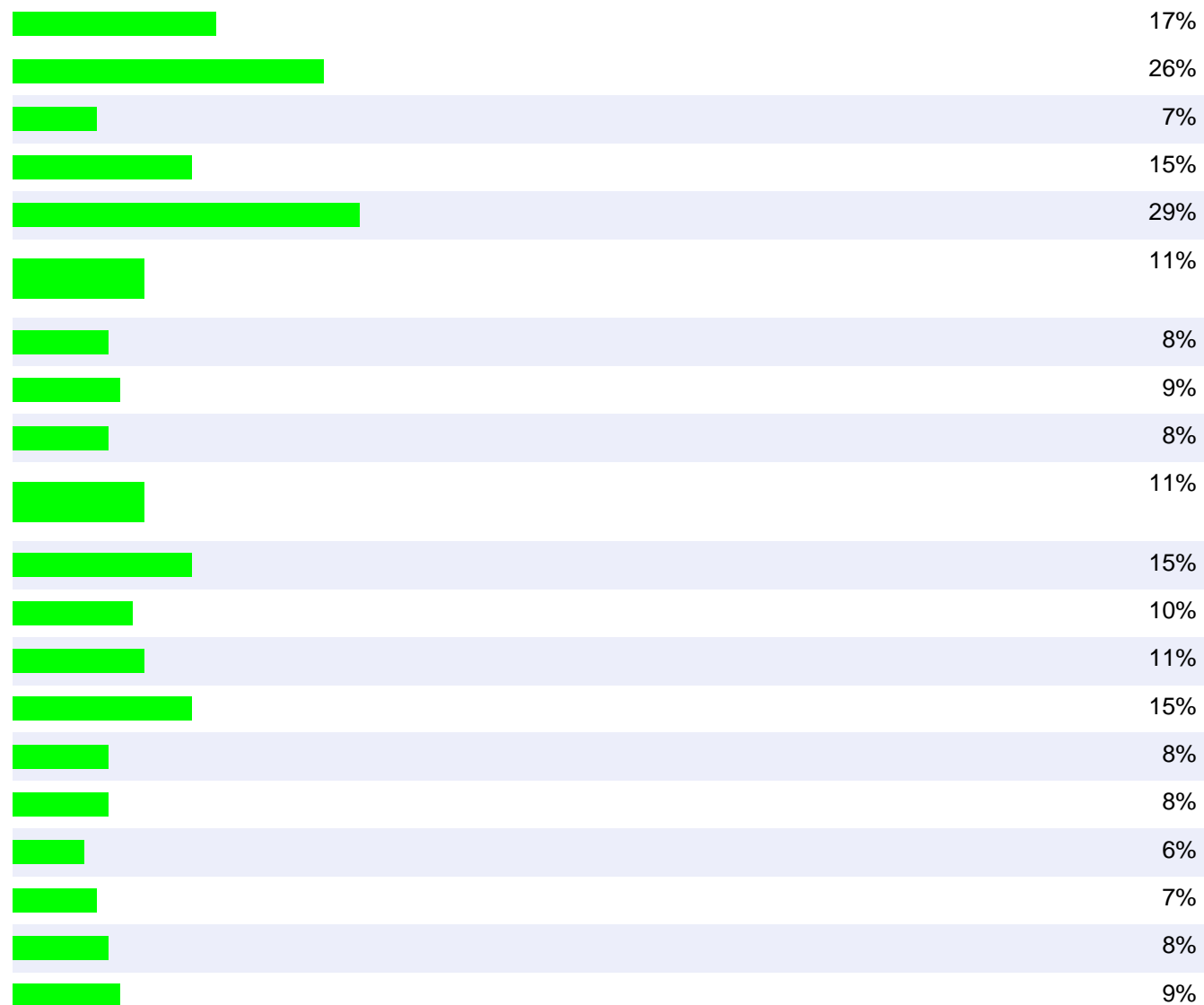
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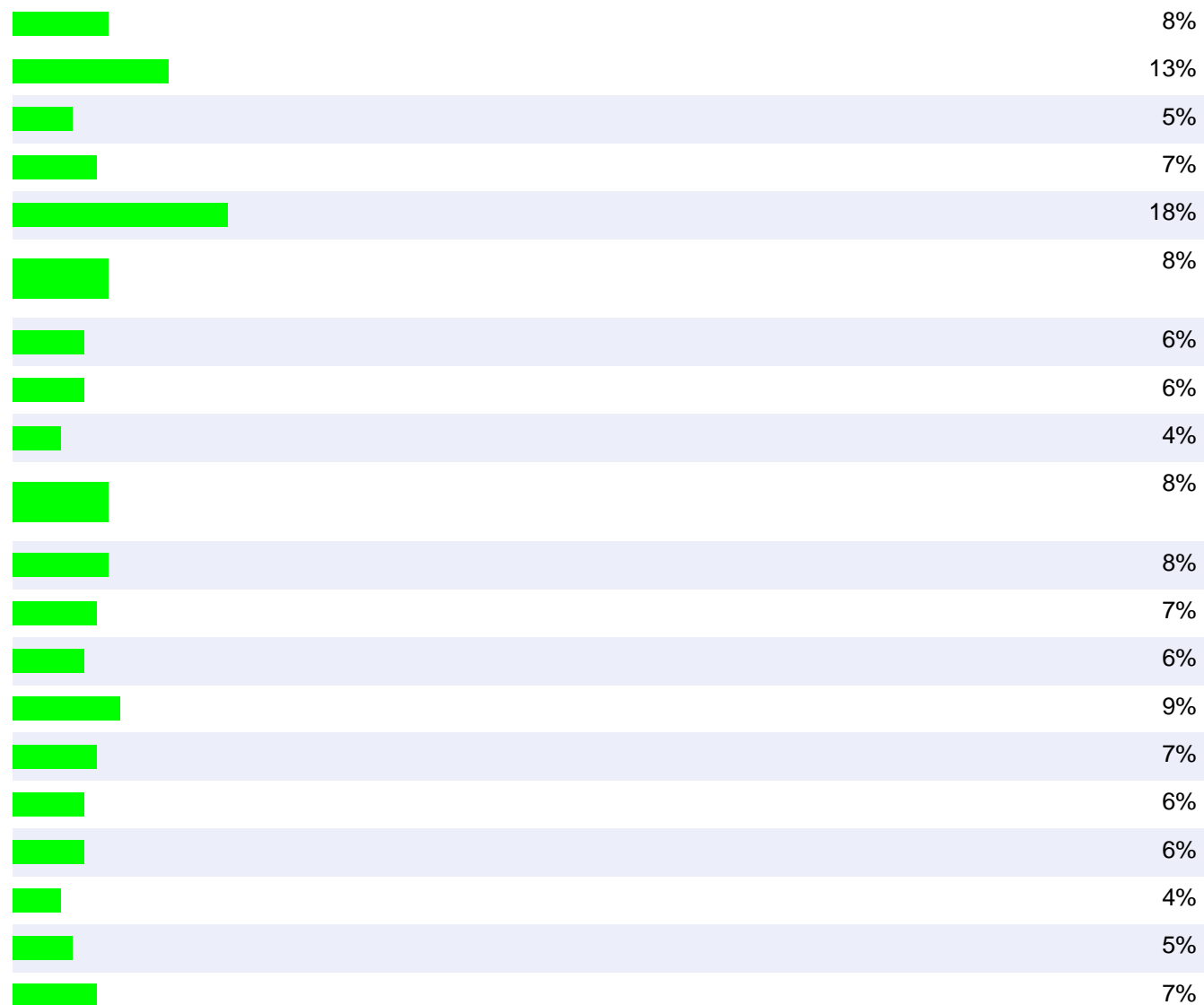
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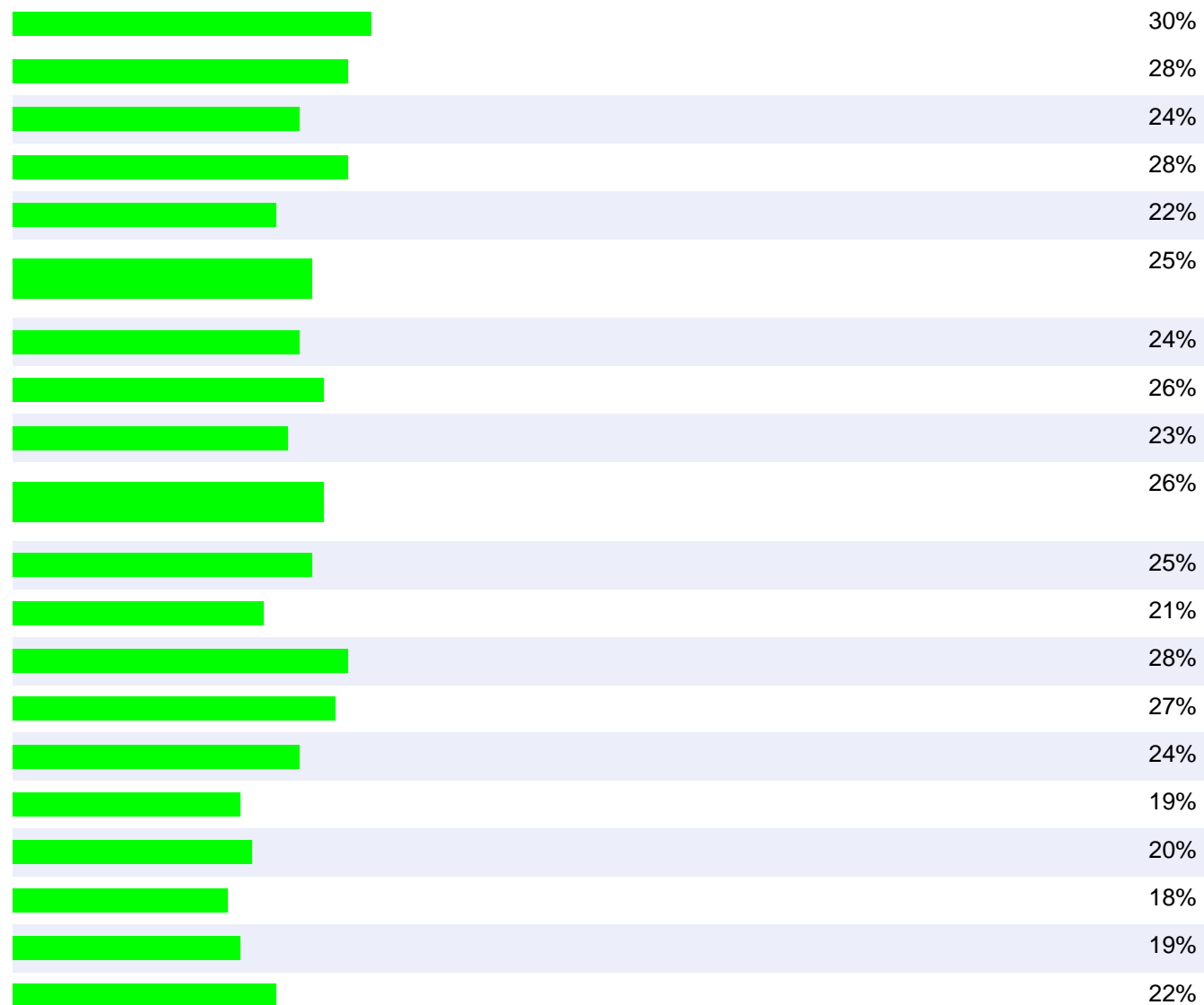
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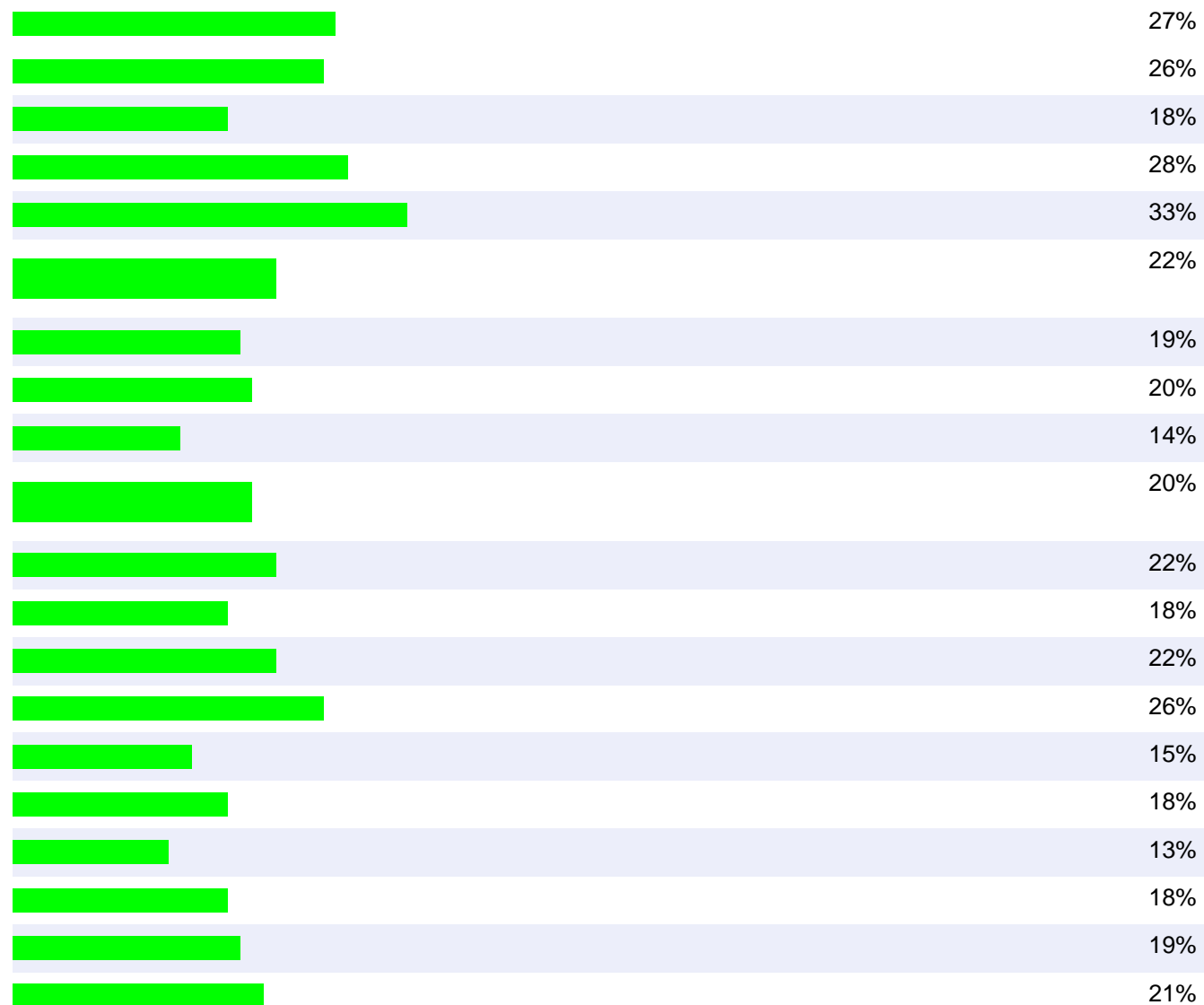
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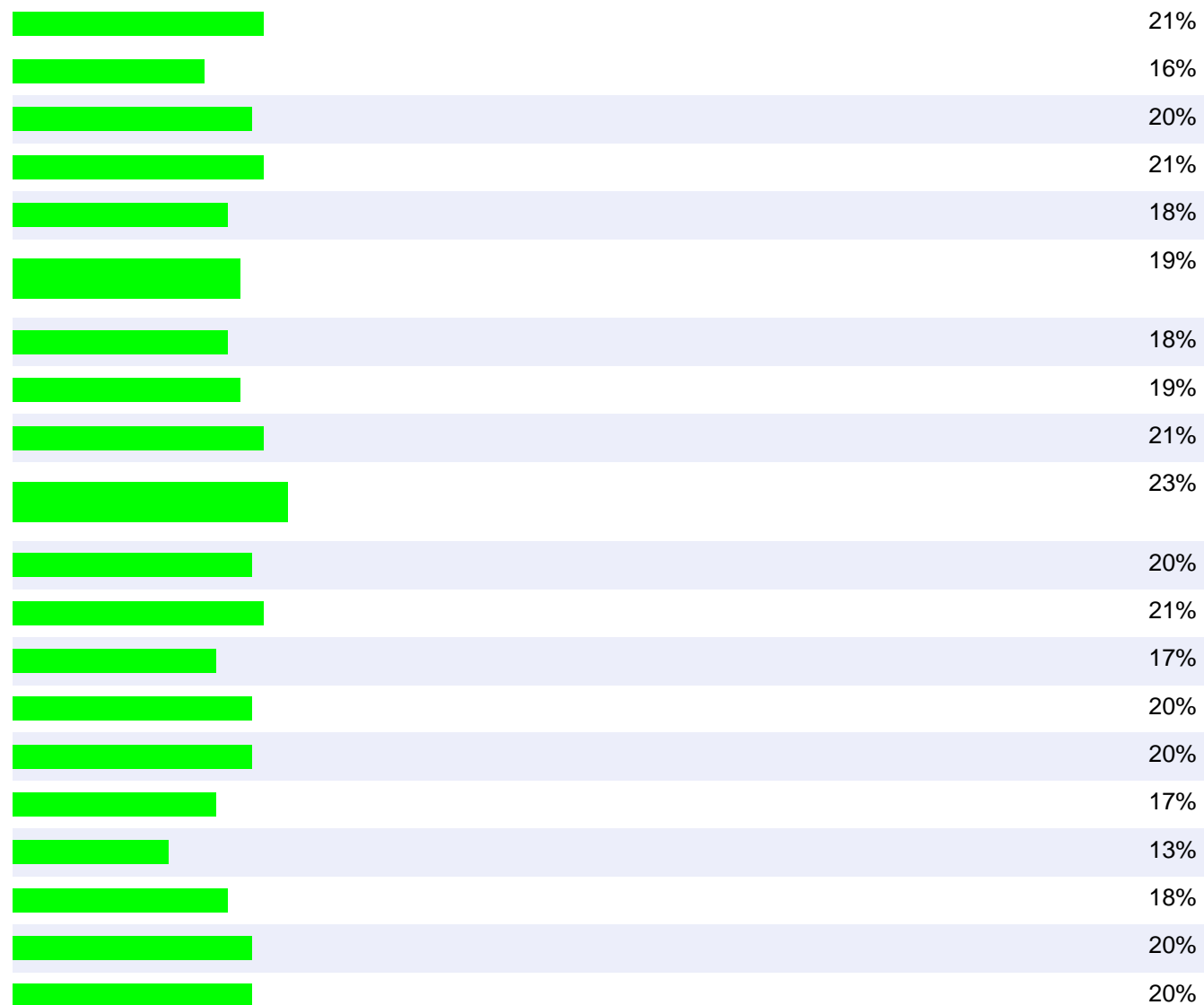
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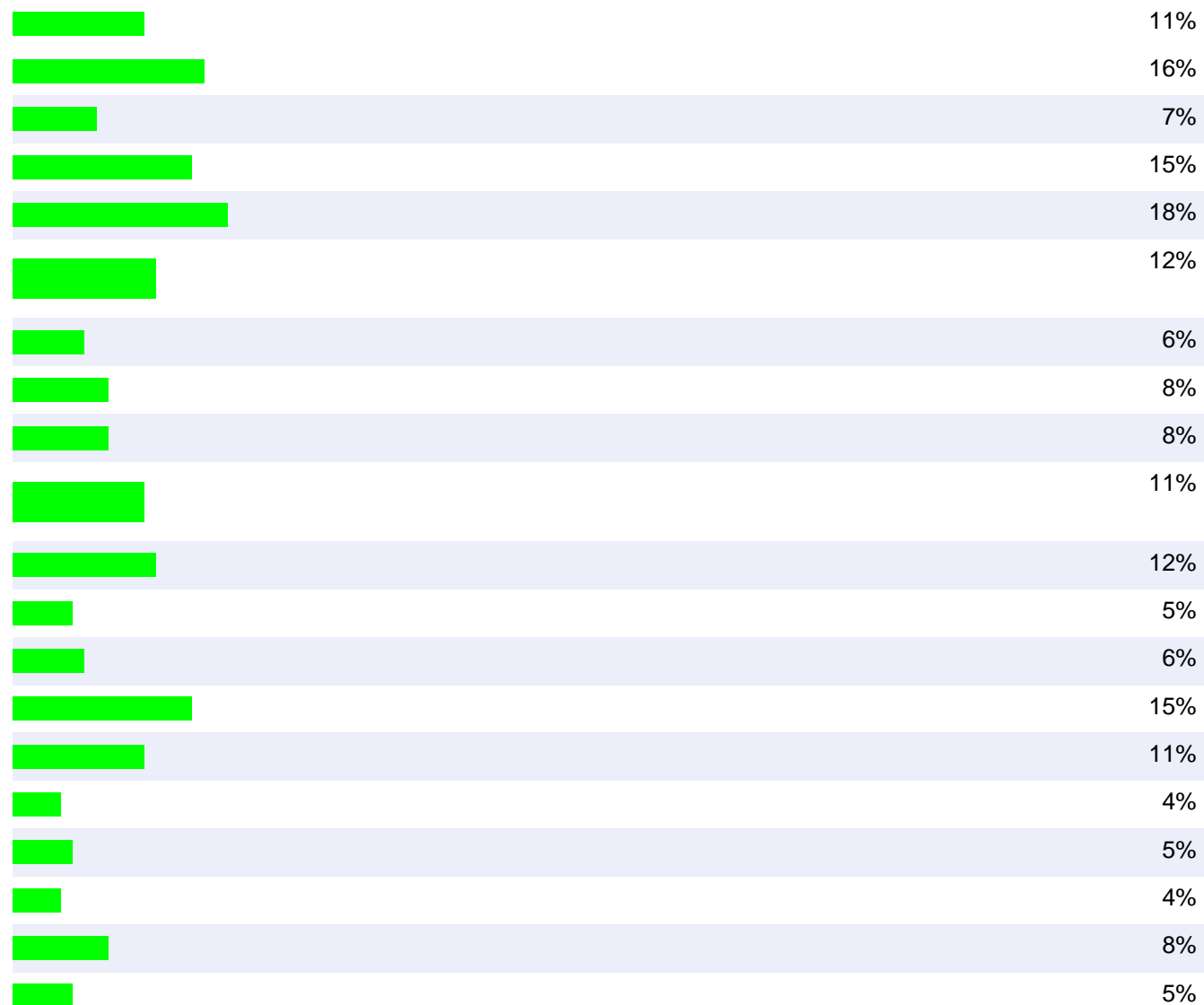
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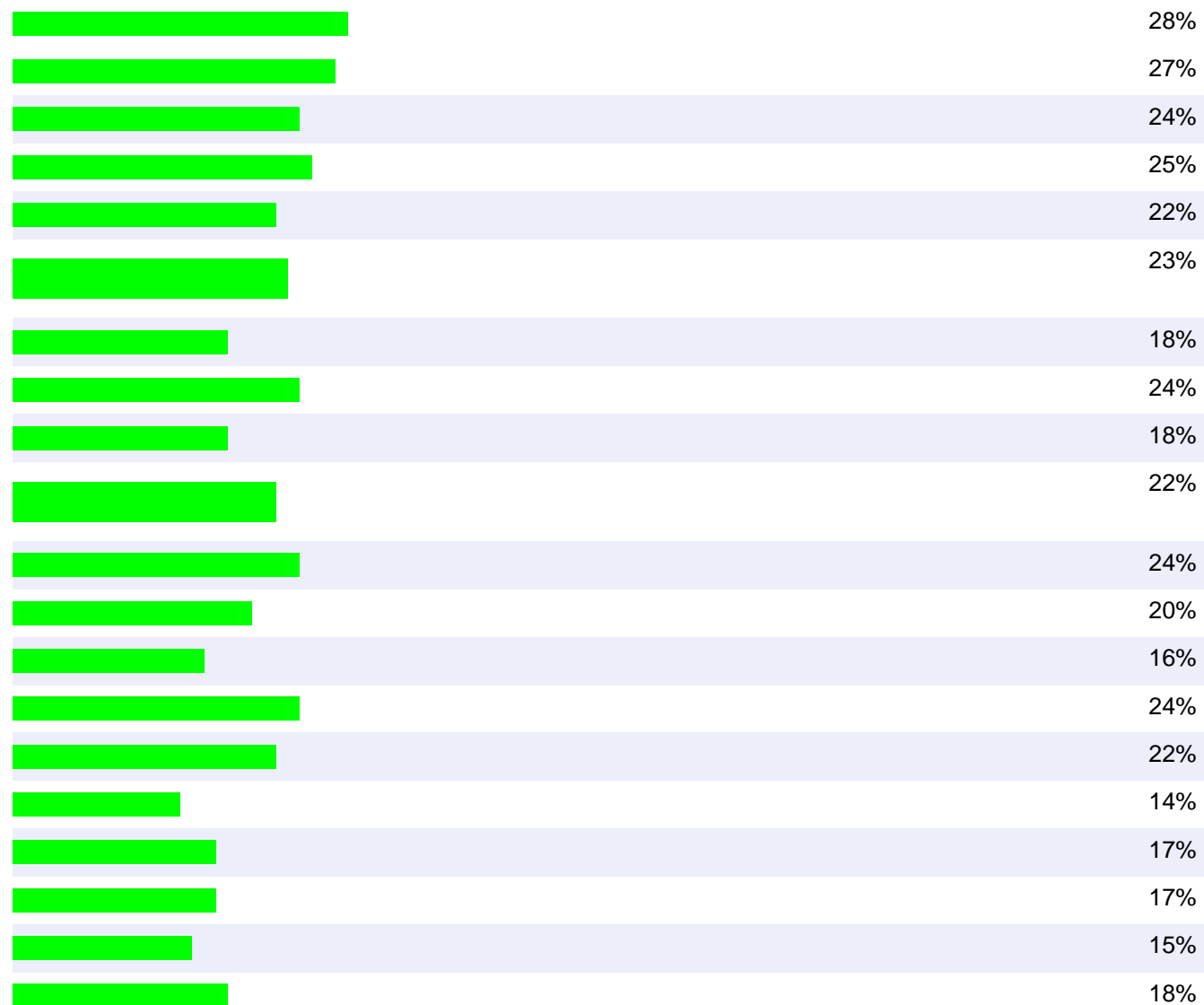
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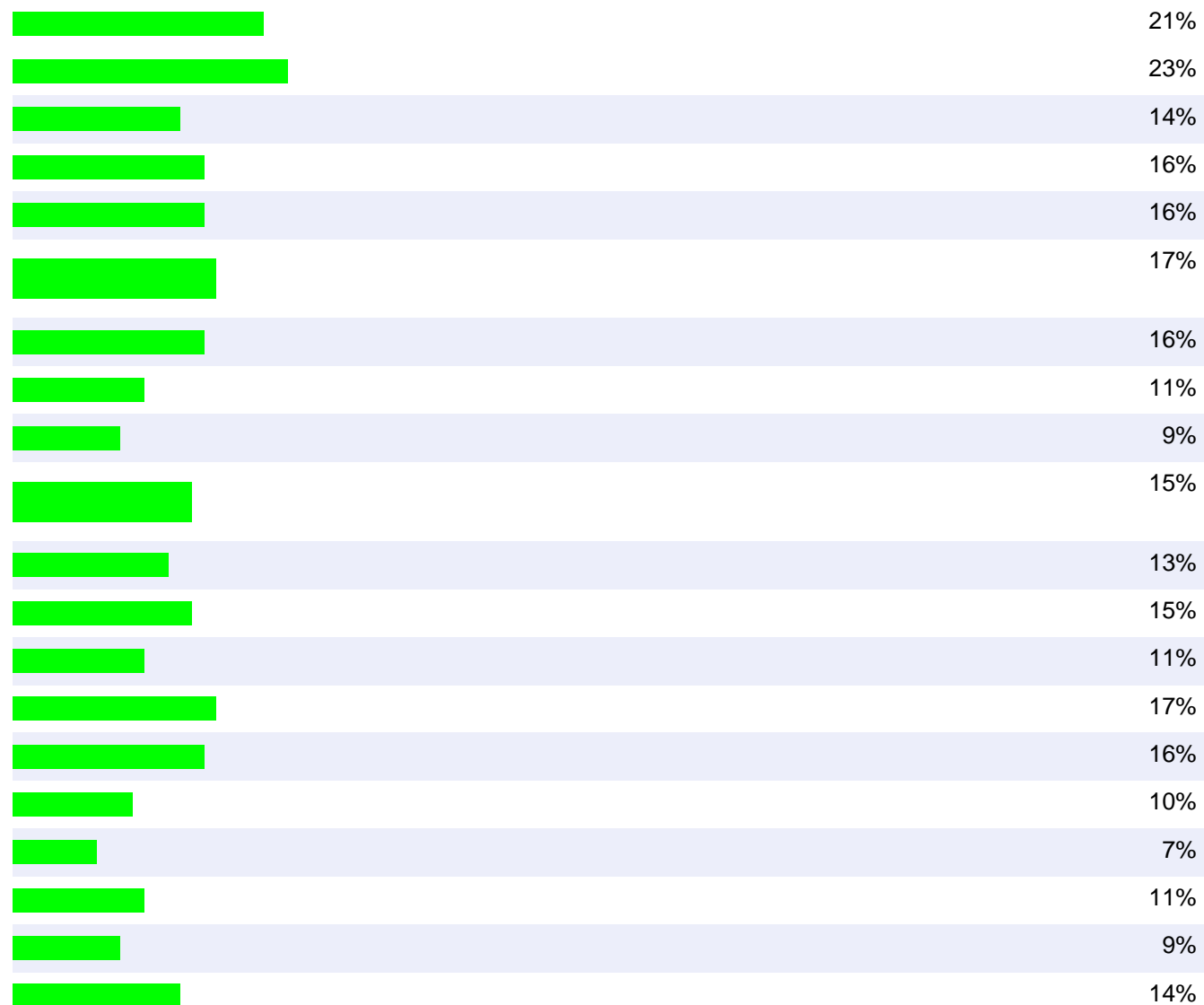
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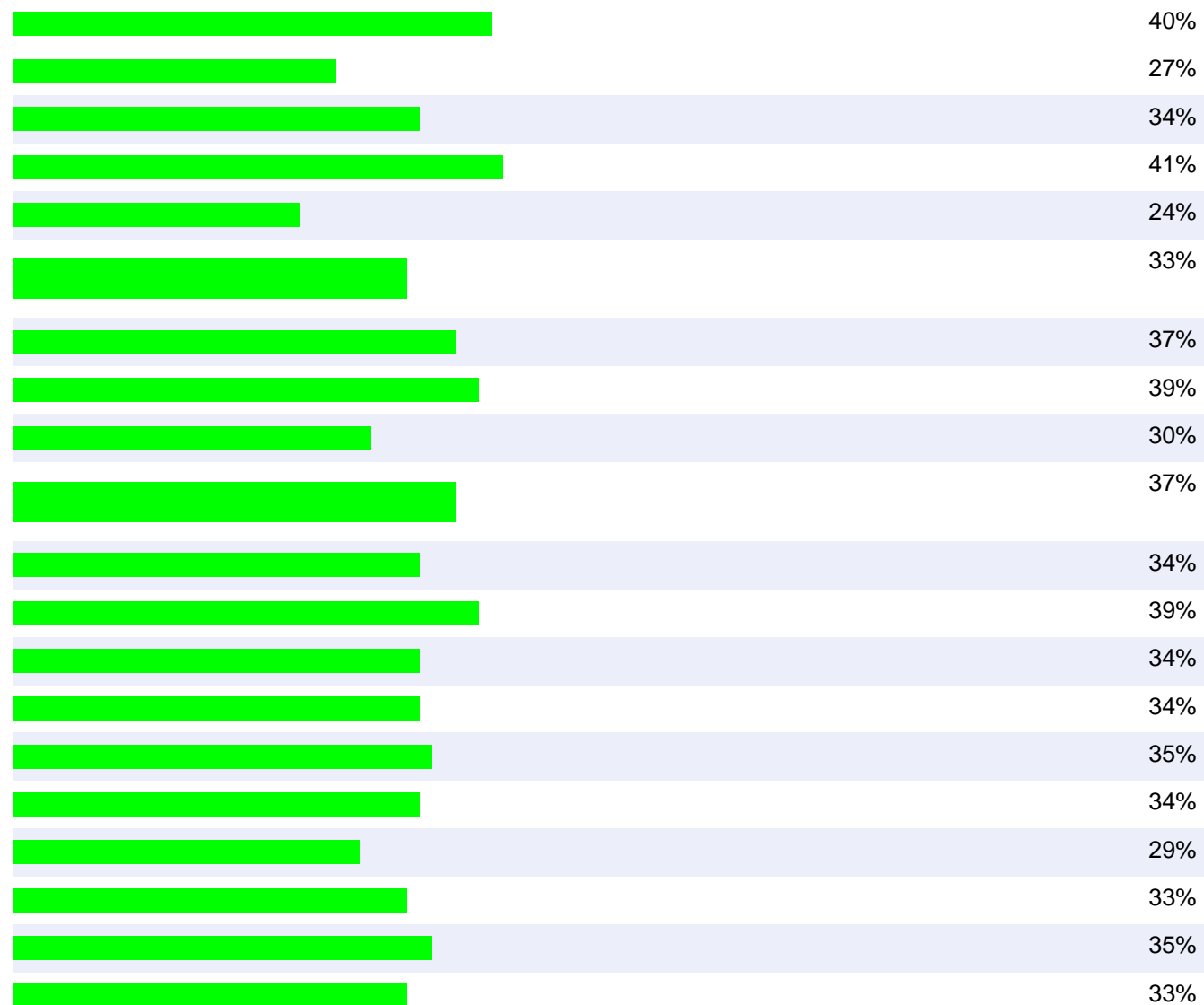
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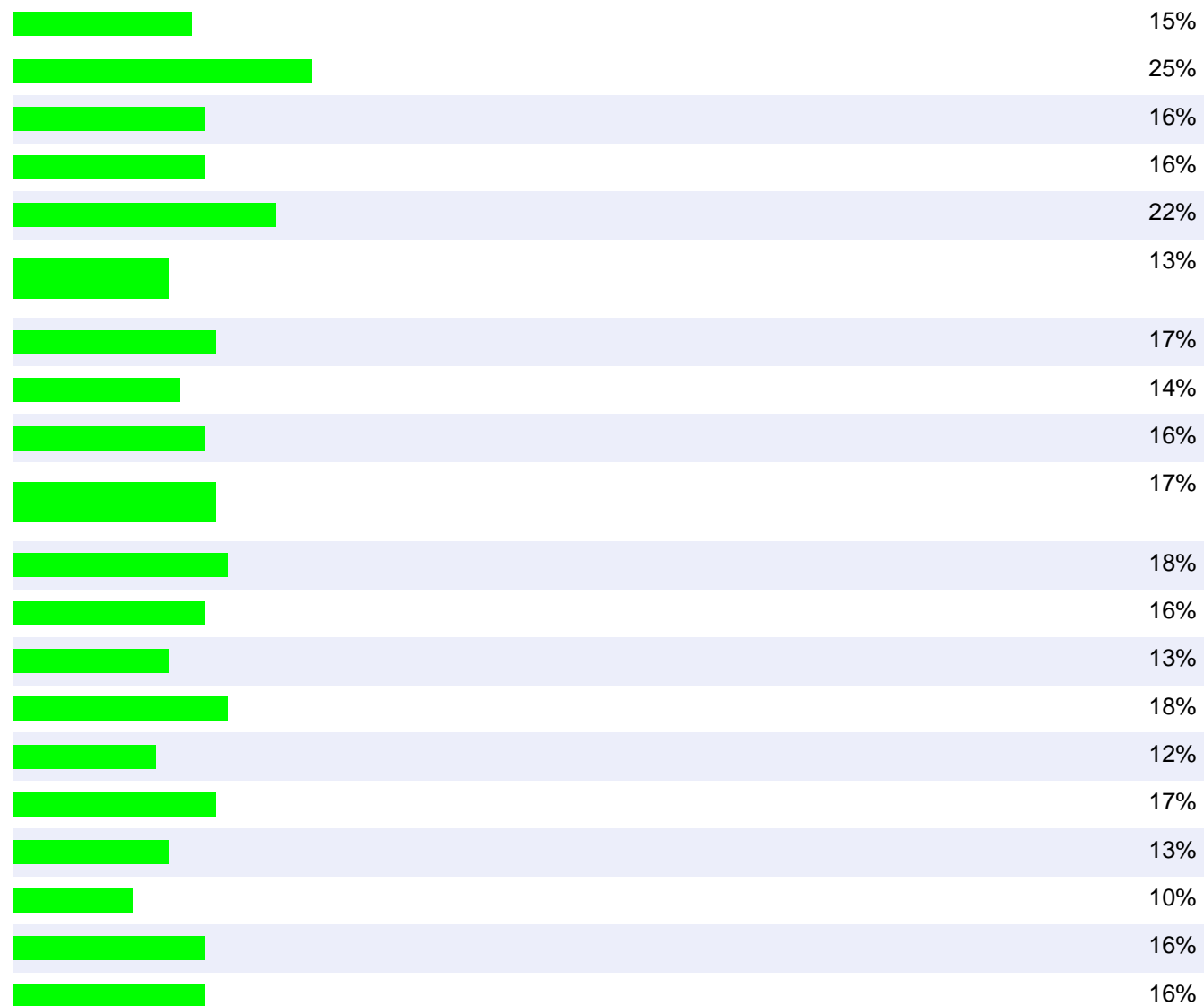
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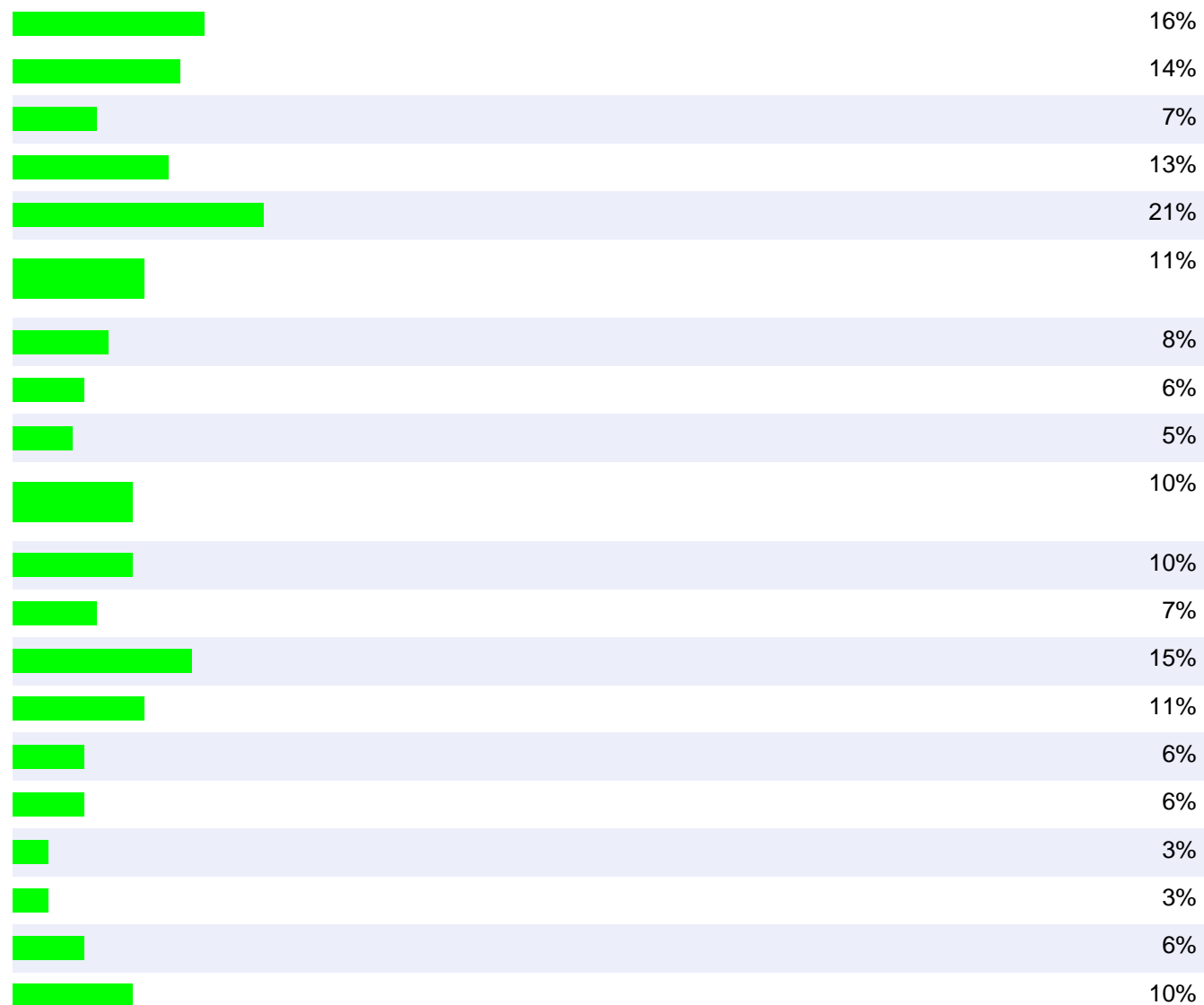
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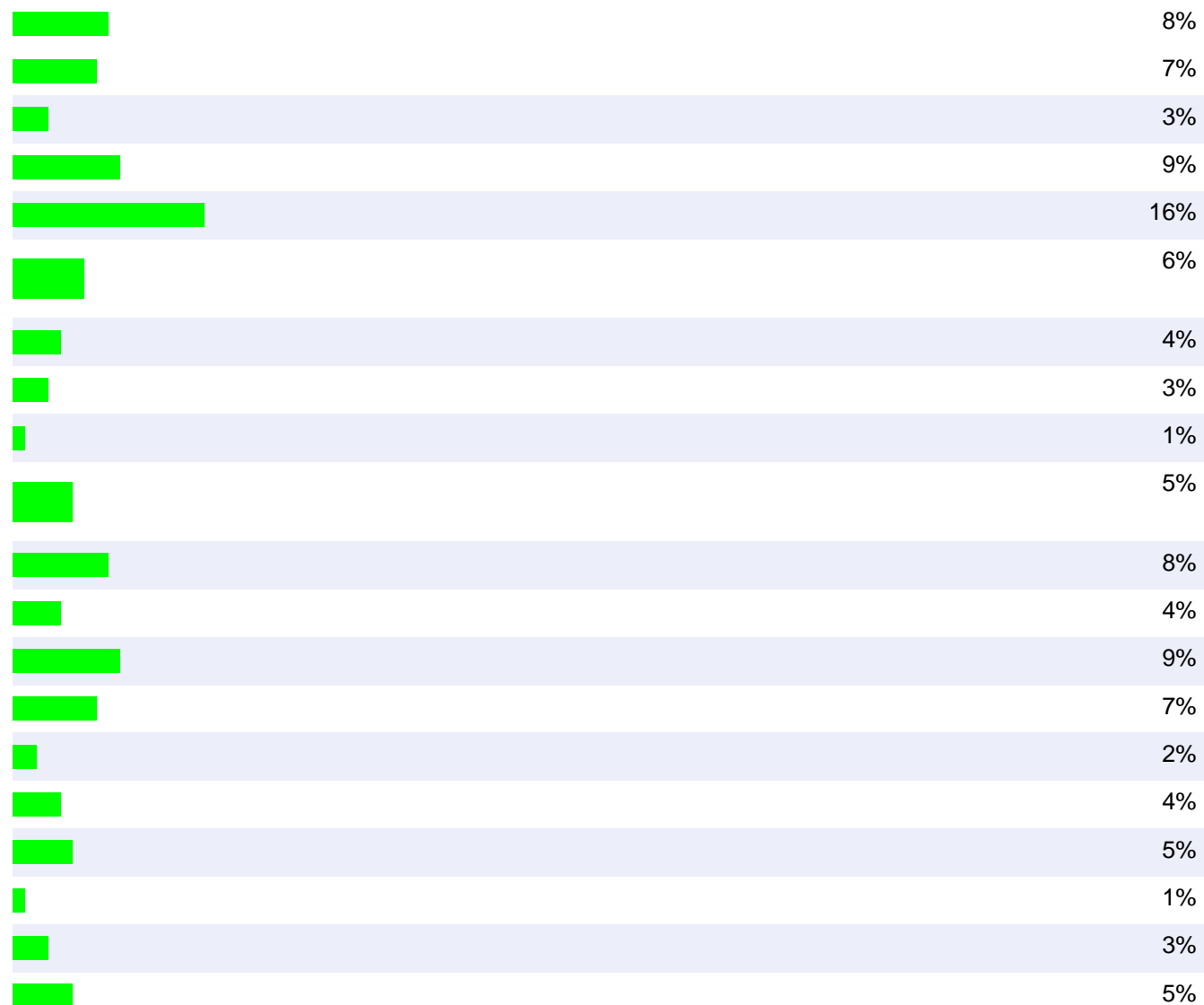
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300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

Between 100 and 299

300 or more

300 or more

300 or more

Between 100 and 299

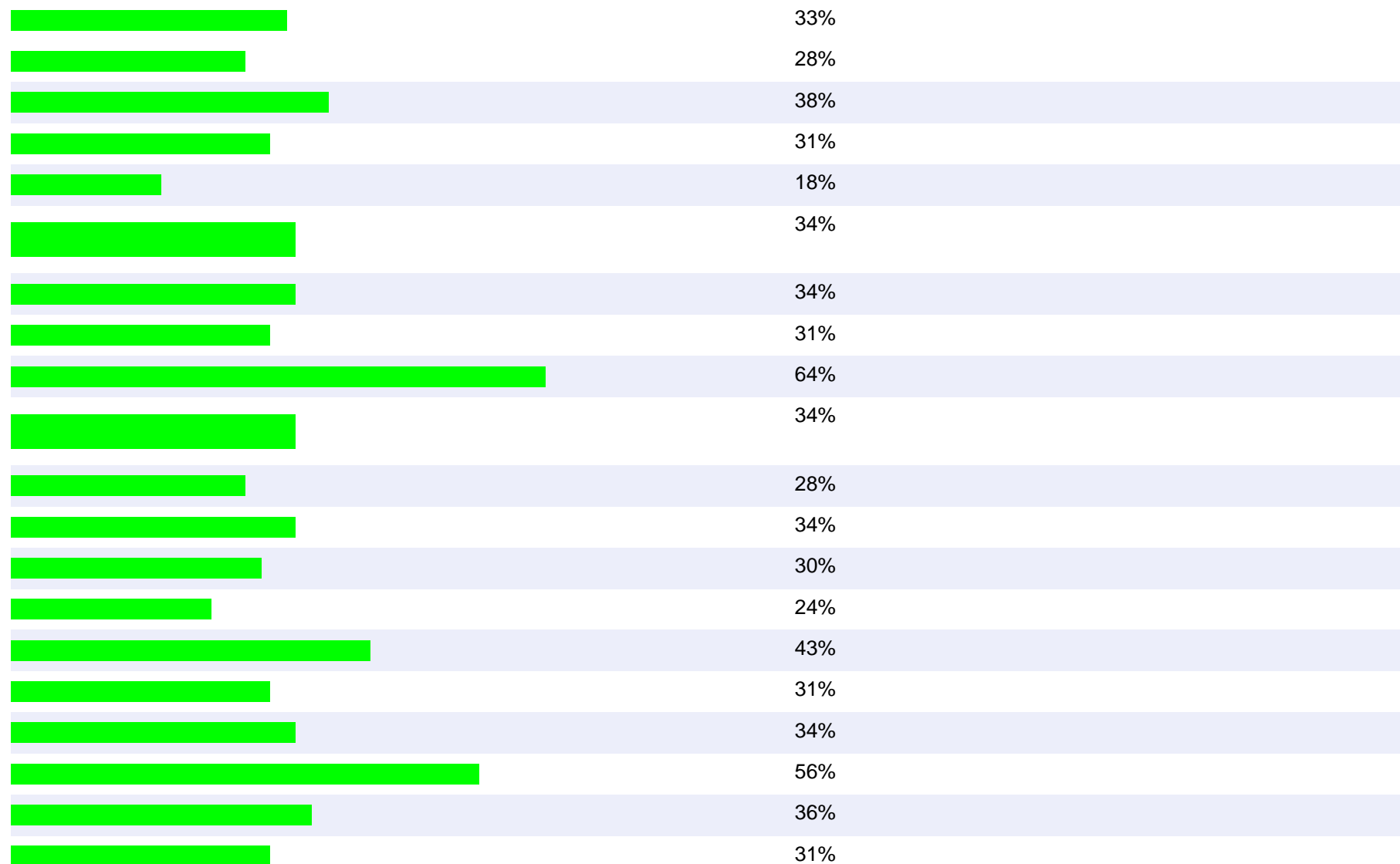
300 or more

300 or more

300 or more

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|        |  |                                    |
|--------|--|------------------------------------|
| 330277 | CORNING HOSPITAL                               | 176 DENISON PARKWAY EAST           |
| 330279 | MERCY HOSPITAL                                 | 565 ABBOTT ROAD                    |
| 330285 | STRONG MEMORIAL HOSPITAL                       | 601 ELMWOOD AVE                    |
| 330286 | GOOD SAMARITAN HOSPITAL MEDICAL CENTER         | 1000 MONTAUK HIGHWAY               |
| 330304 | WHITE PLAINS HOSPITAL CENTER                   | 41 EAST POST ROAD                  |
| 330306 | LUTHERAN MEDICAL CENTER                        | 150 55TH STREET                    |
| 330307 | CAYUGA MEDICAL CENTER AT ITHACA                | 101 DATES DRIVE                    |
| 330316 | NEW YORK WESTCHESTER SQUARE MEDICAL CENTER     | 2475 ST RAYMOND AVENUE             |
| 330331 | PLAINVIEW HOSPITAL                             | 888 OLD COUNTRY ROAD               |
| 330332 | ST JOSEPH HOSPITAL                             | 4295 HEMPSTEAD TURNPIKE            |
| 330340 | SOUTHAMPTON HOSPITAL                           | 240 MEETING HOUSE LANE             |
| 330350 | UNIVERSITY HOSPITAL OF BROOKLYN ( DOWNSSTATE ) | 445 LENOX ROAD                     |
| 330353 | FOREST HILLS HOSPITAL                          | 102 - 01 66TH ROAD                 |
| 330372 | FRANKLIN HOSPITAL                              | 900 FRANKLIN AVENUE                |
| 330385 | NORTH CENTRAL BRONX HOSPITAL                   | 3424 KOSSUTH AVENUE & 210TH STREET |
| 330386 | CATSKILL REGIONAL MEDICAL CENTER               | 68 HARRIS BUSHVILLE ROAD           |
| 330393 | UNIVERSITY HOSPITAL ( STONY BROOK )            | HEALTH SCIENCES CENTER SUNY        |
| 330394 | UNITED HEALTH SERVICES HOSPITALS, INC          | 33-57 HARRISON STREET              |
| 330395 | ST JOHN'S EPISCOPAL HOSPITAL AT                | 327 BEACH 19TH STREET              |

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|  |               |    |
|--|---------------|----|
|  | CORNING       | NY |
|  | BUFFALO       | NY |
|  | ROCHESTER     | NY |
|  | WEST ISLIP    | NY |
|  | WHITE PLAINS  | NY |
|  | BROOKLYN      | NY |
|  | ITHACA        | NY |
|  | BRONX         | NY |
|  | PLAINVIEW     | NY |
|  | BETHPAGE      | NY |
|  | SOUTHAMPTON   | NY |
|  | BROOKLYN      | NY |
|  | FOREST HILLS  | NY |
|  | VALLEY STREAM | NY |
|  | BRONX         | NY |
|  | HARRIS        | NY |
|  | STONY BROOK   | NY |
|  | JOHNSON CITY  | NY |
|  | FAR ROCKAWAY  | NY |

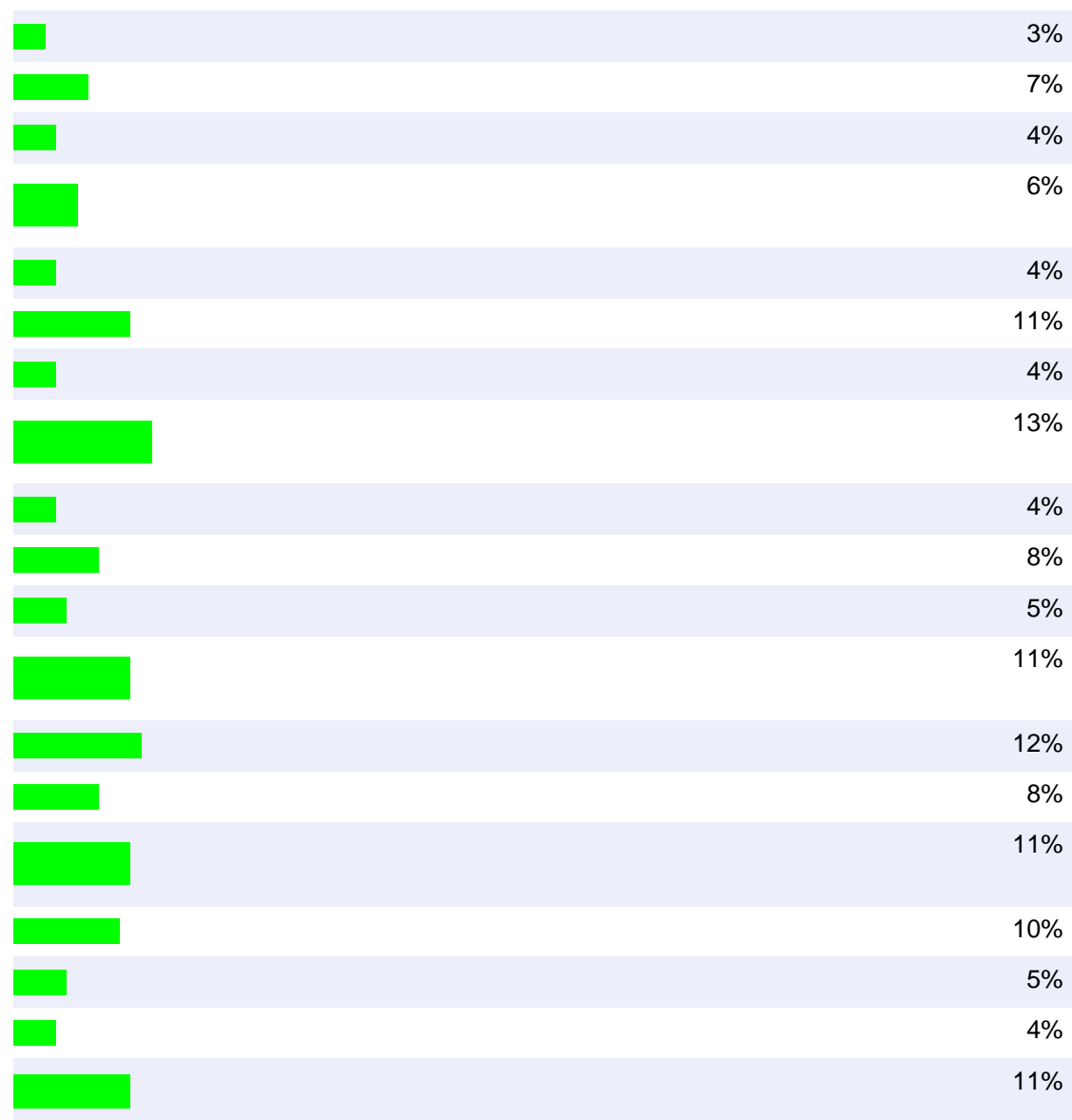
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|       |             |            |
|-------|-------------|------------|
| 14830 | STEUBEN     | 6079377200 |
| 14220 | ERIE        | 7168267000 |
| 14642 | MONROE      | 5852752121 |
| 11795 | SUFFOLK     | 6313763000 |
| 10601 | WESTCHESTER | 9146810600 |
| 11220 | KINGS       | 7186308000 |
| 14850 | TOMPKINS    | 6072744401 |
| 10461 | BRONX       | 7184307300 |
| 11803 | NASSAU      | 5167193000 |
| 11714 | NASSAU      | 5165796000 |
| 11968 | SUFFOLK     | 5167268200 |
| 11203 | KINGS       | 7182701000 |
| 11375 | QUEENS      | 7188304000 |
| 11580 | NASSAU      | 5162566000 |
| 10467 | BRONX       | 2125195000 |
| 12742 | SULLIVAN    | 8457943300 |
| 11794 | SUFFOLK     | 6314444000 |
| 13790 | BROOME      | 6077636000 |
| 11691 | QUEENS      | 7188697000 |

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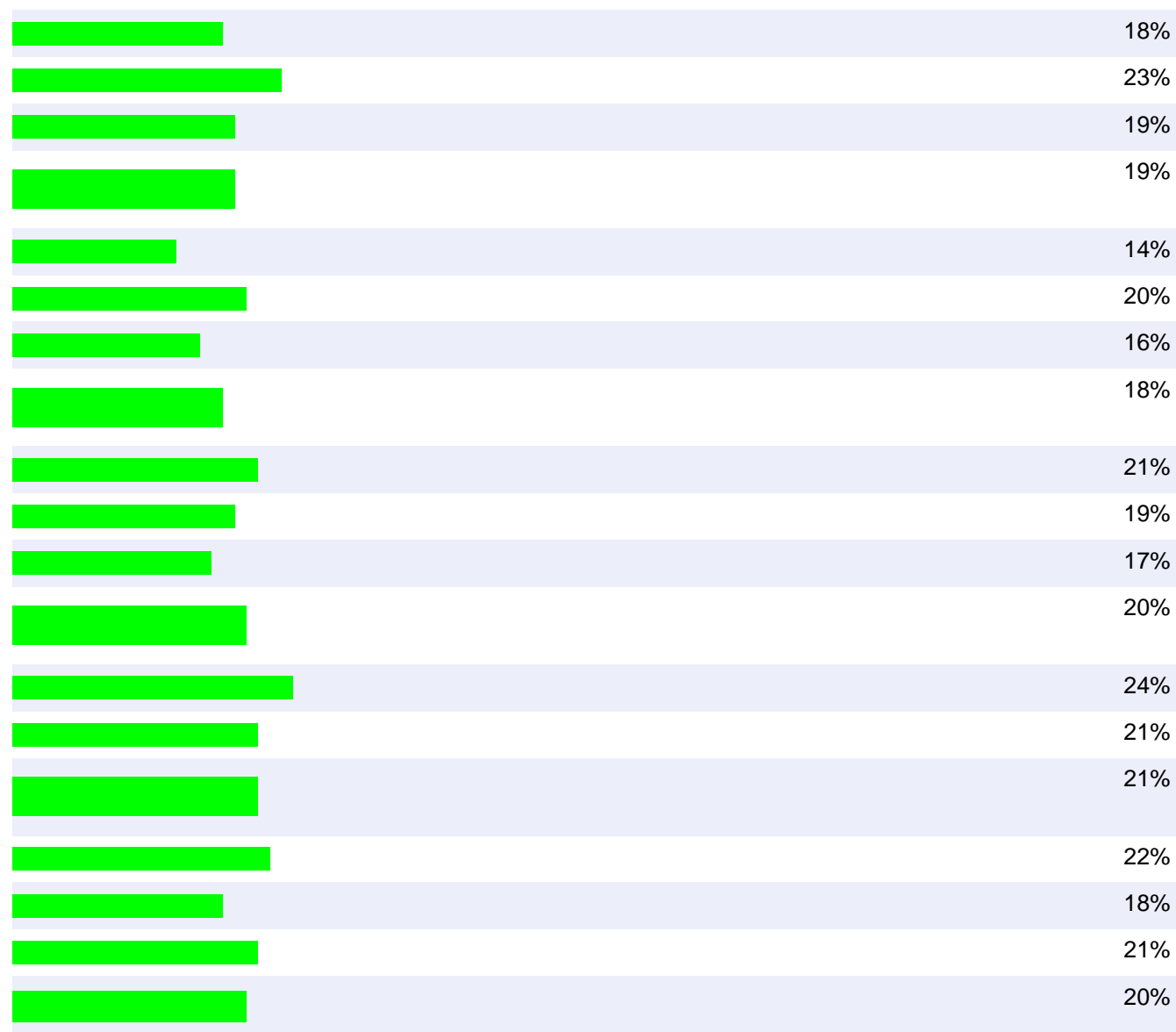
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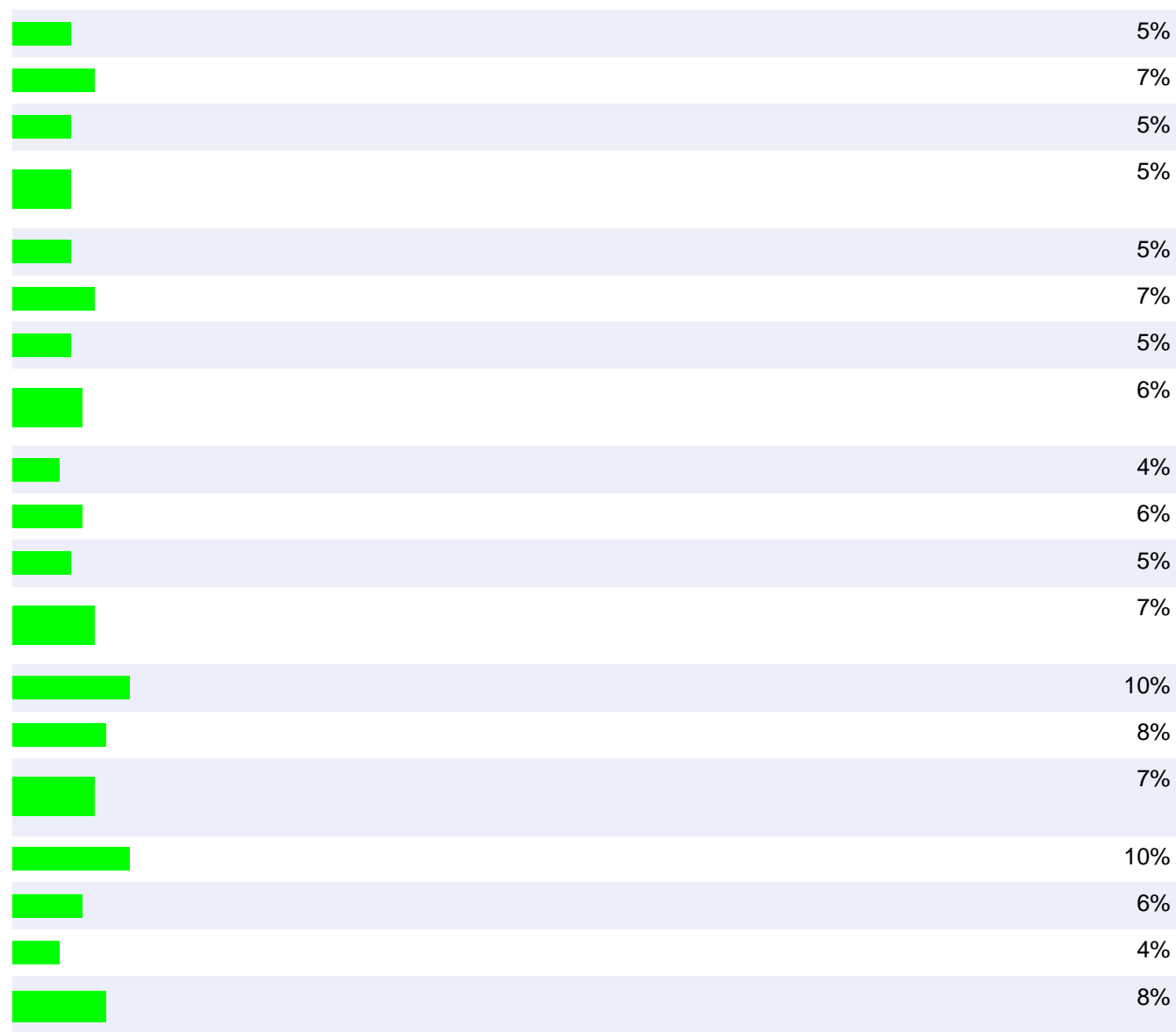
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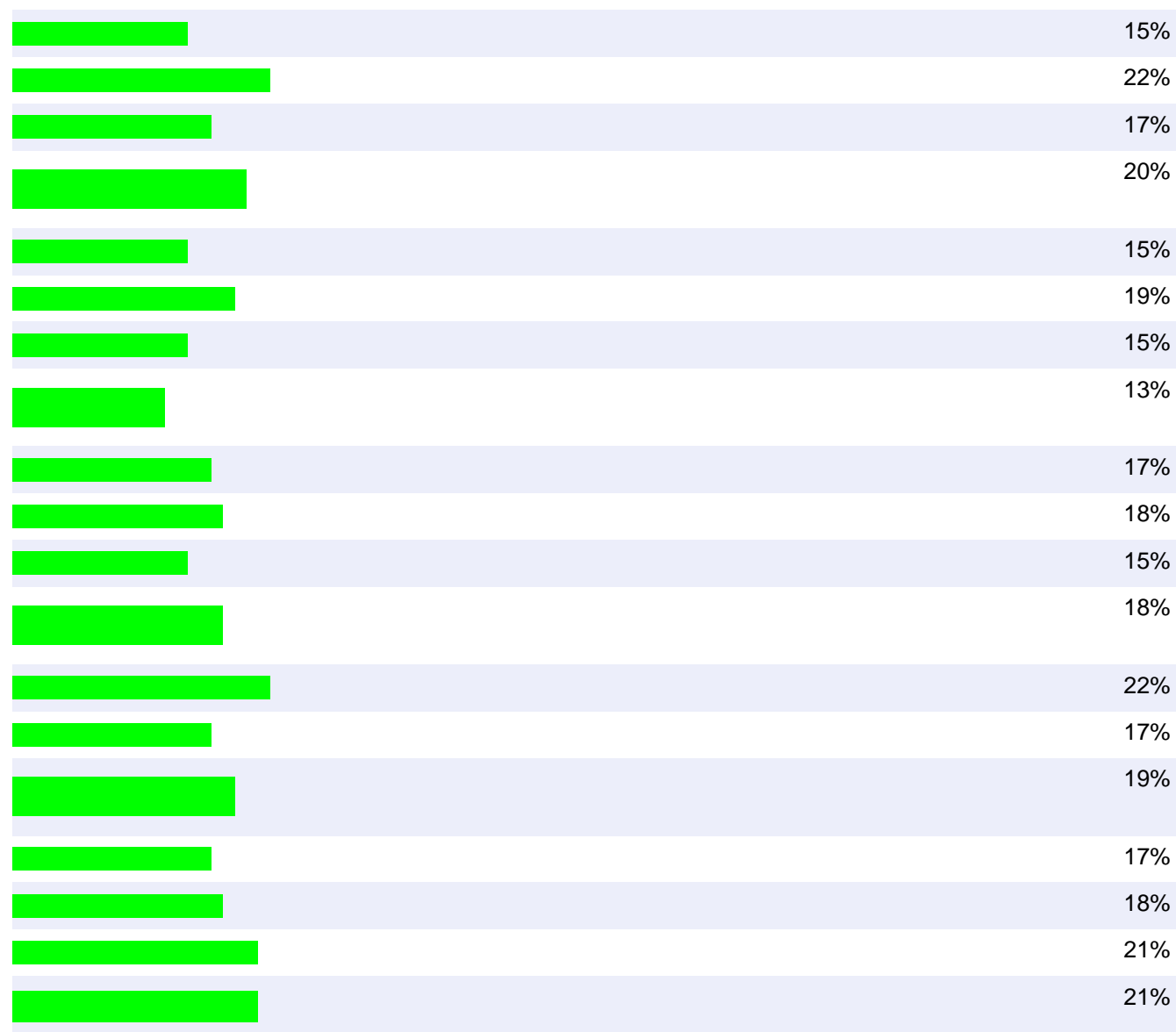
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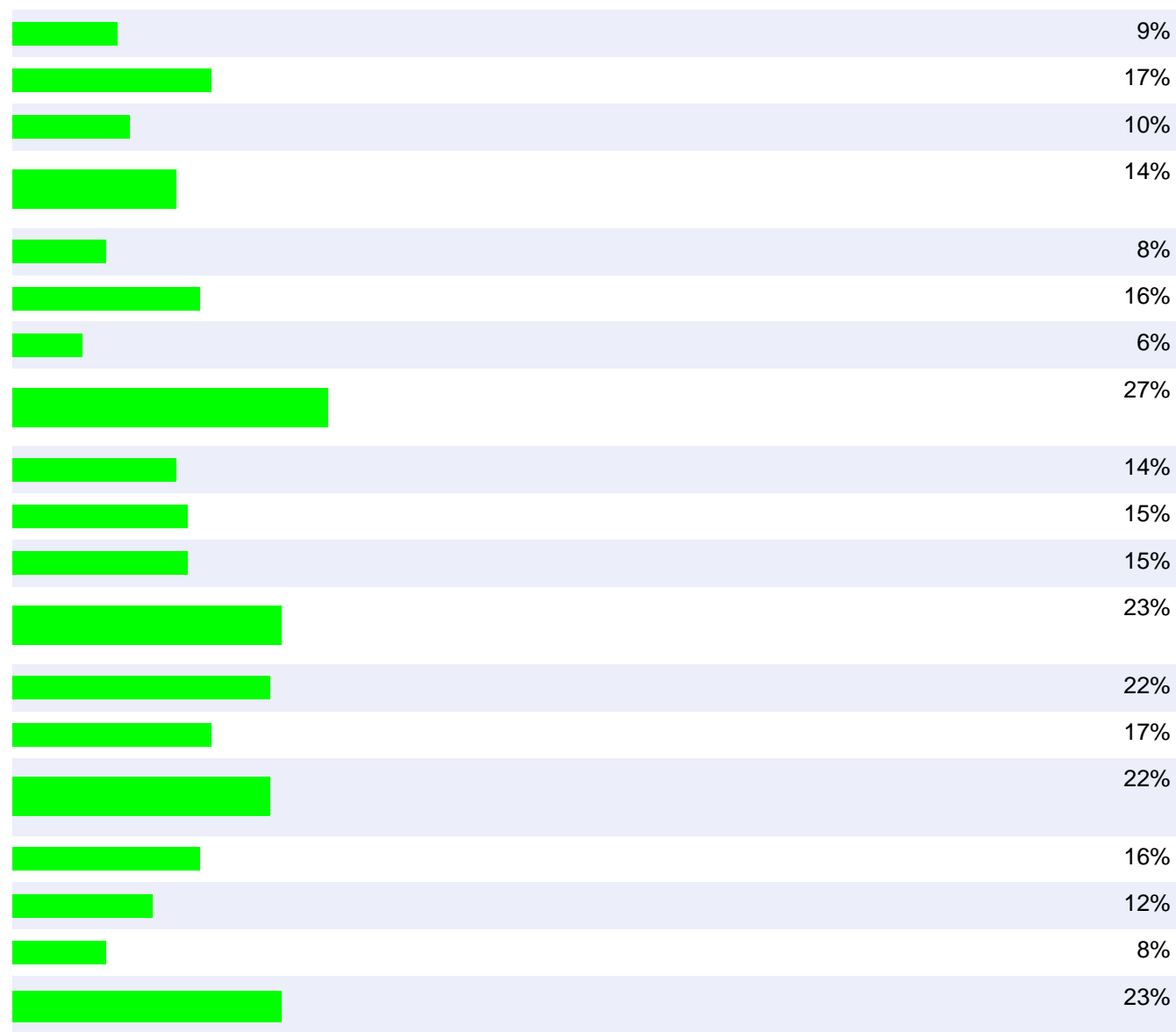
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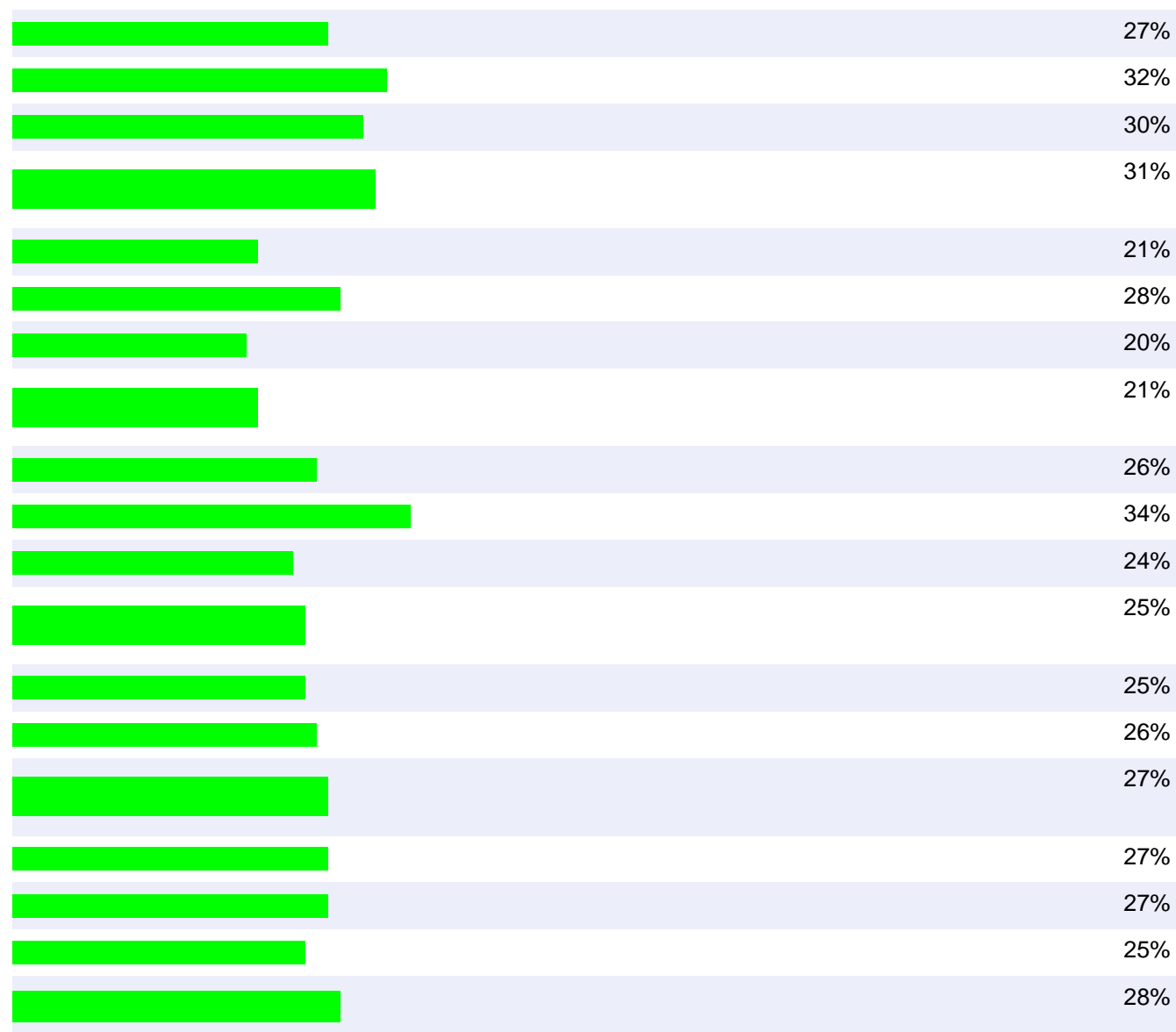
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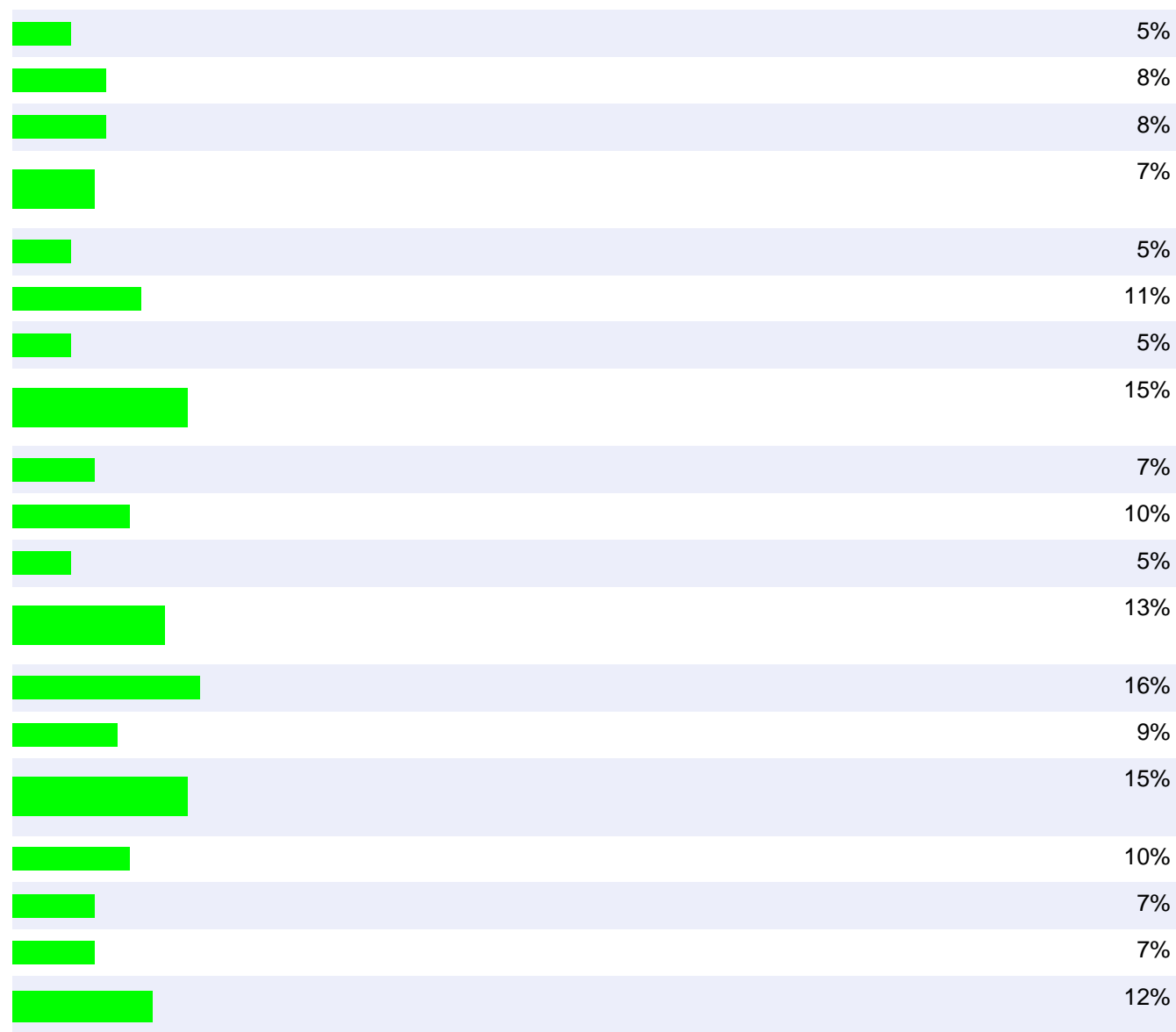
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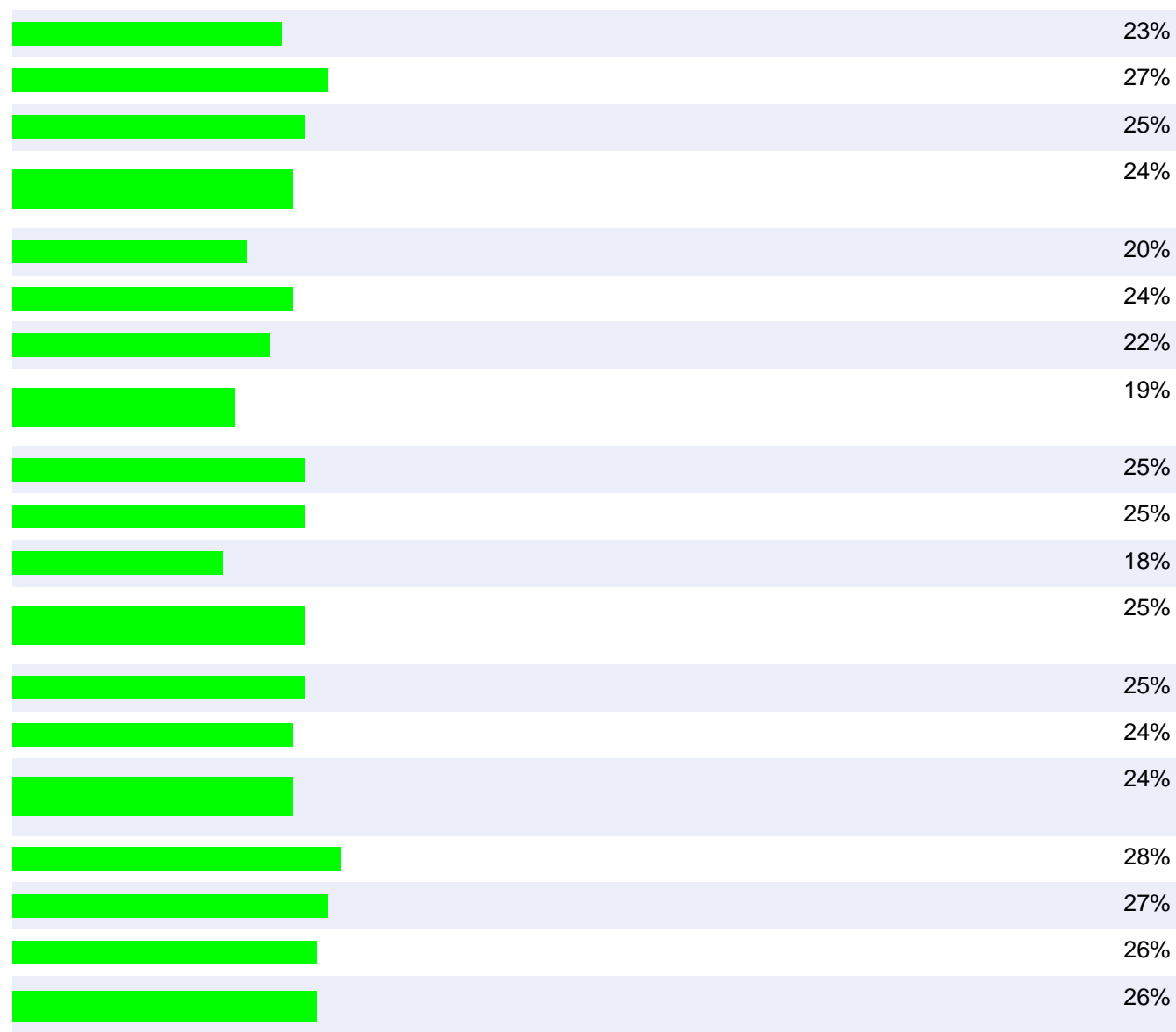
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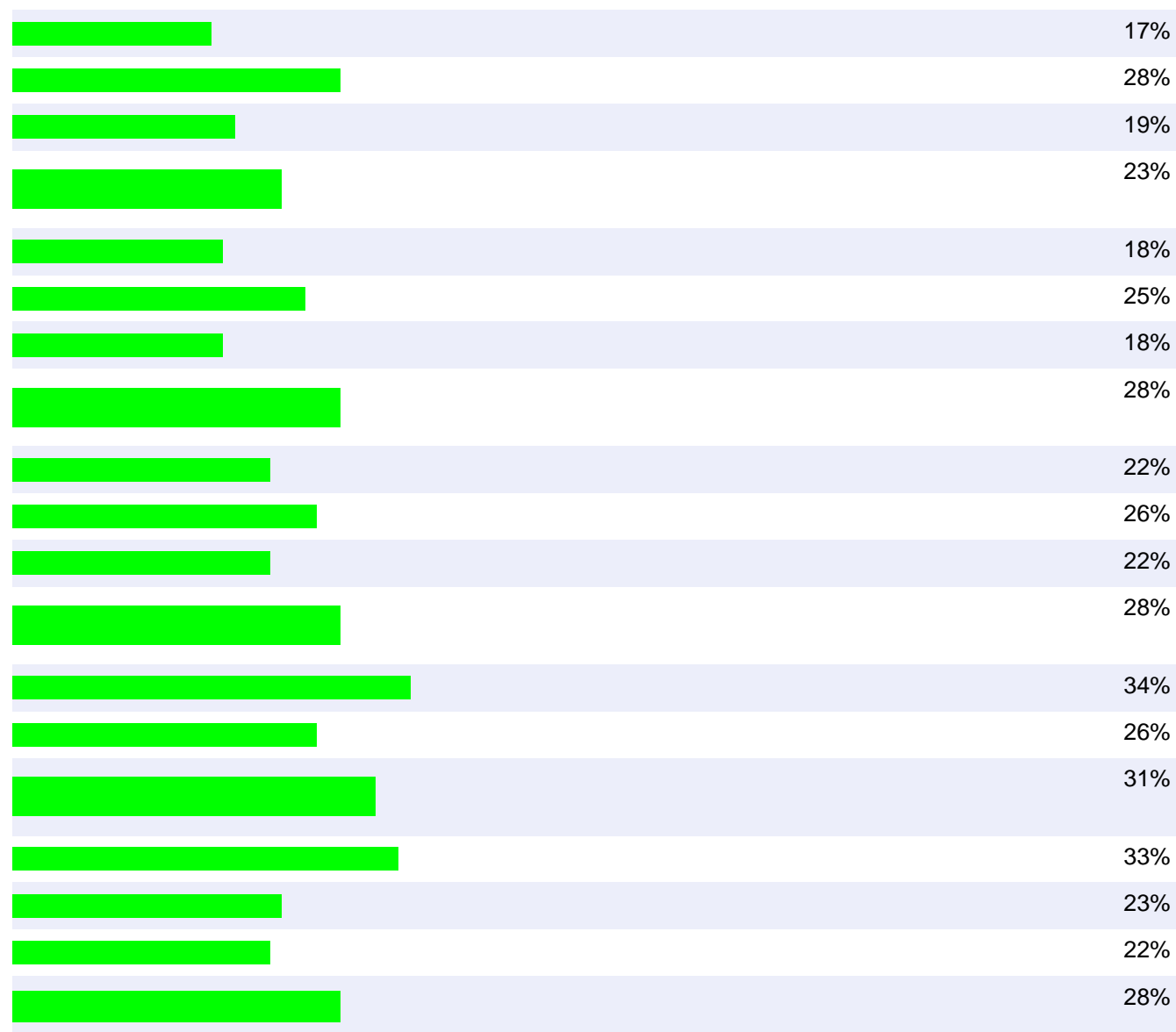
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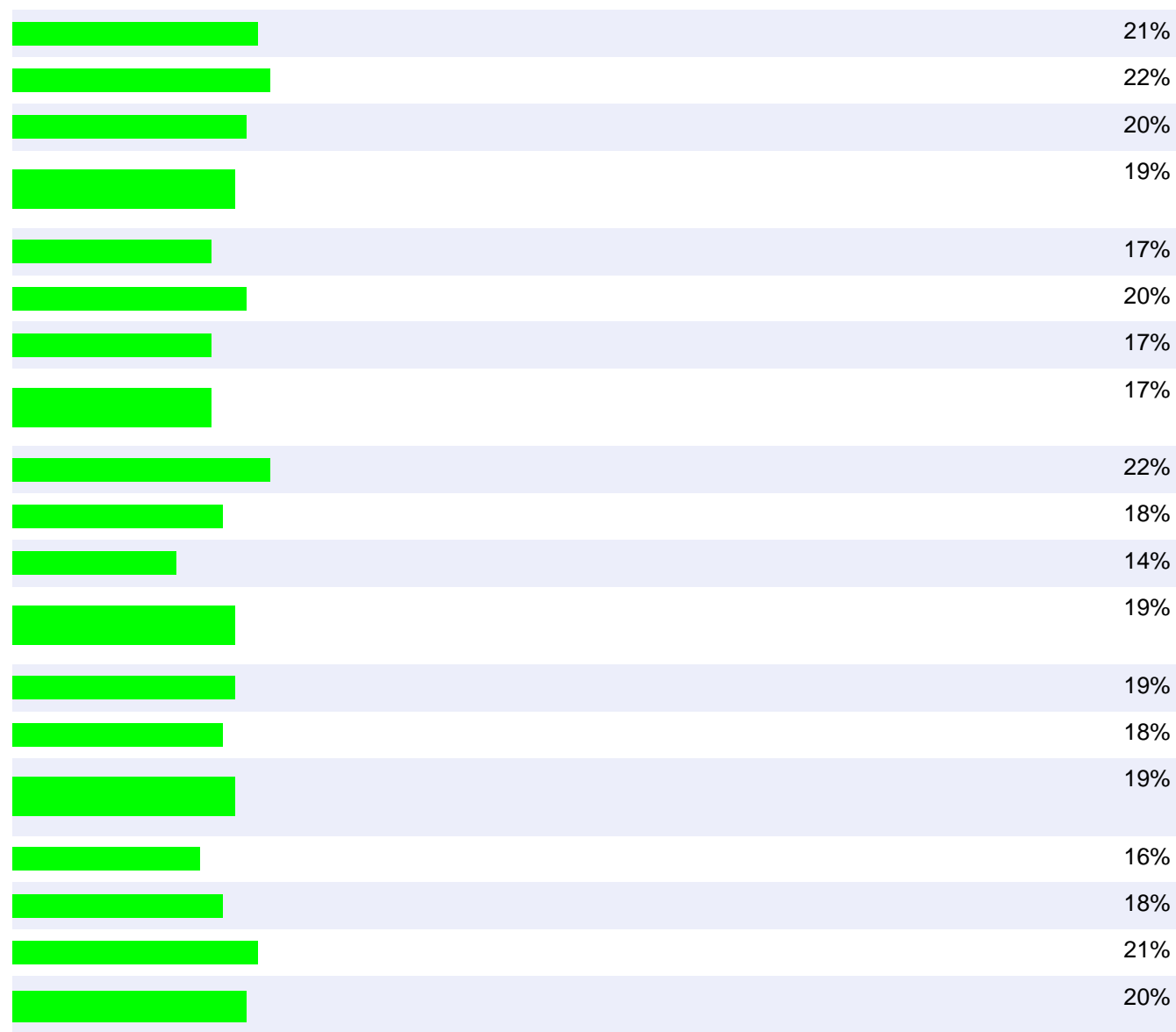
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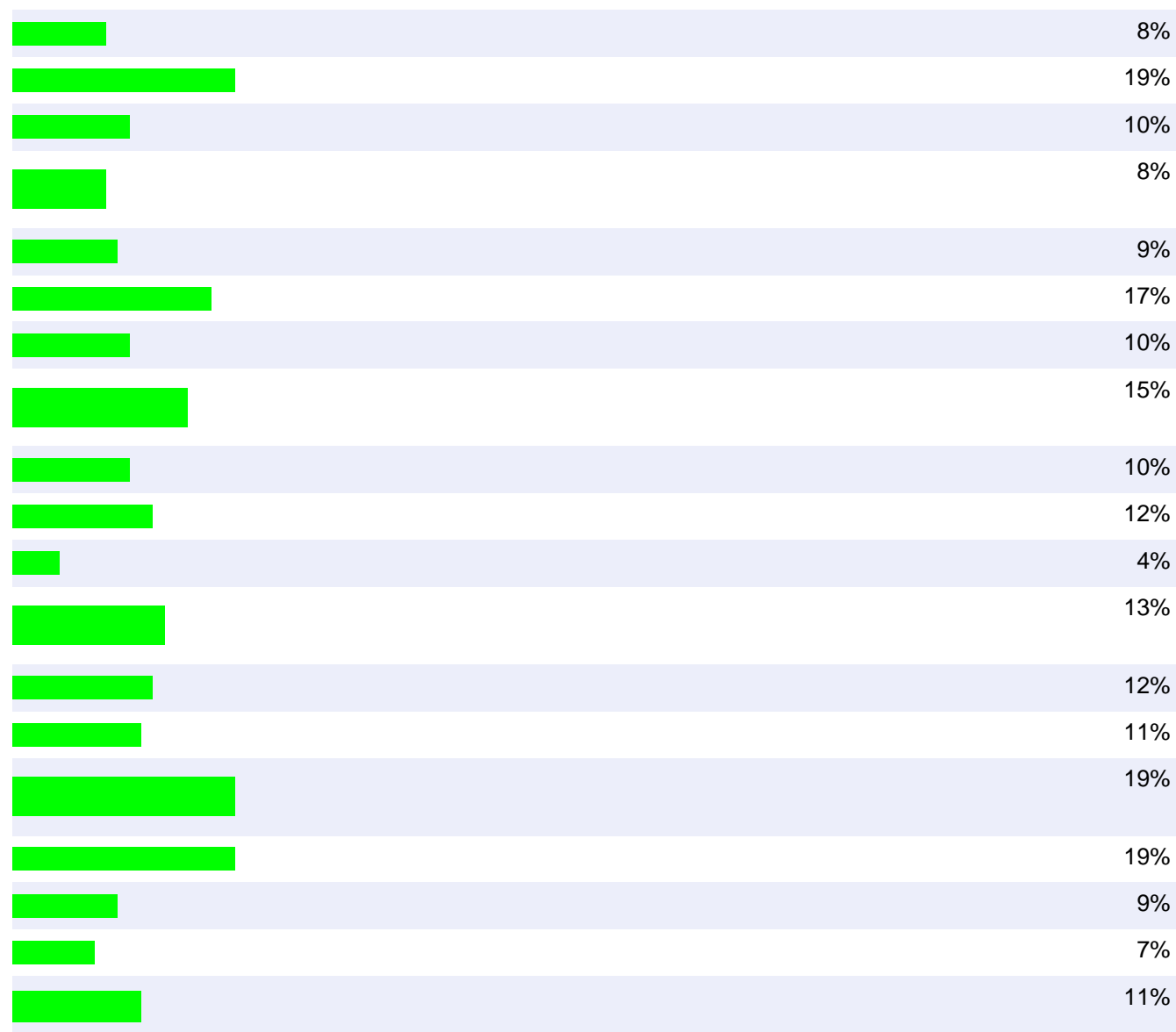
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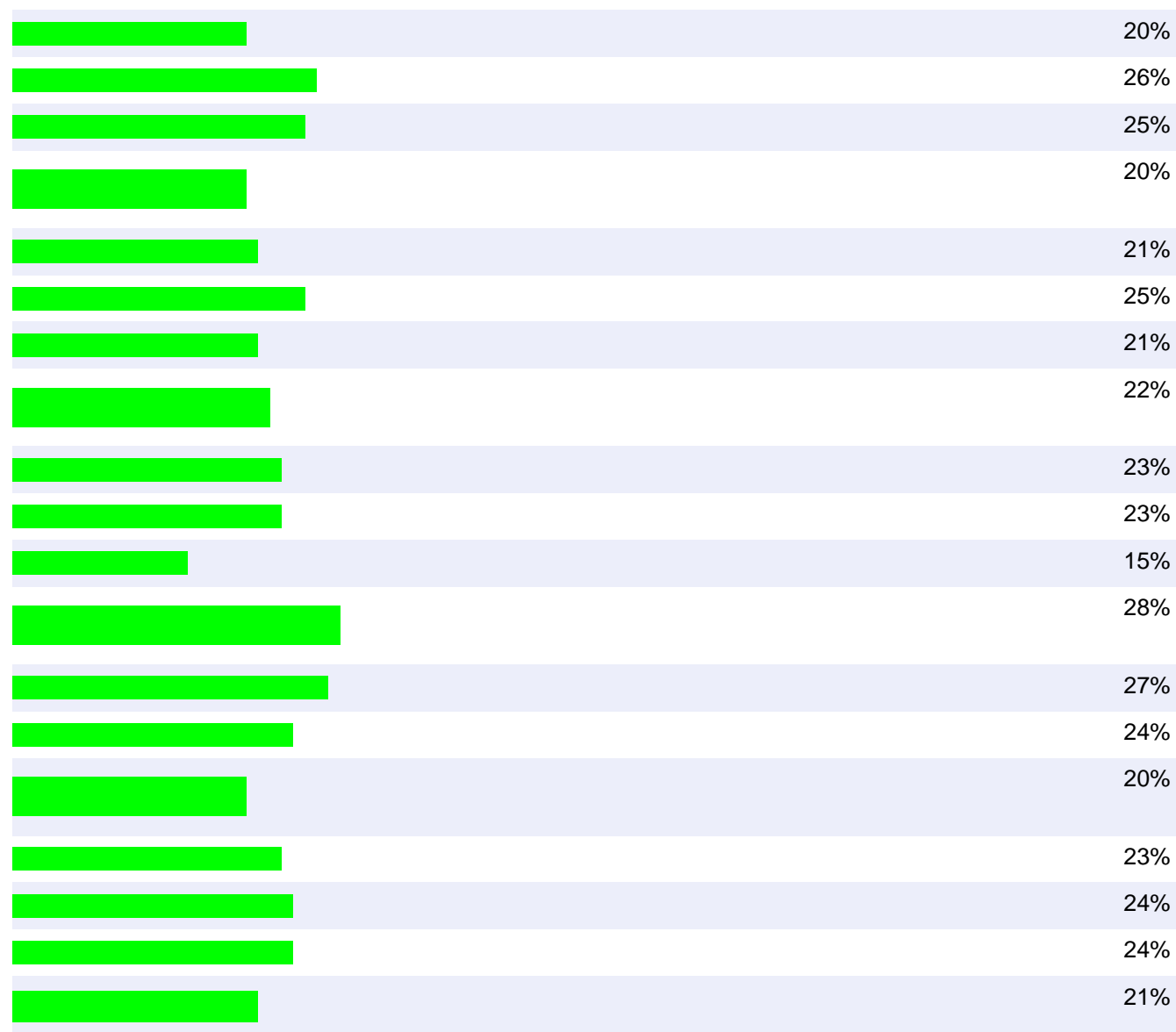
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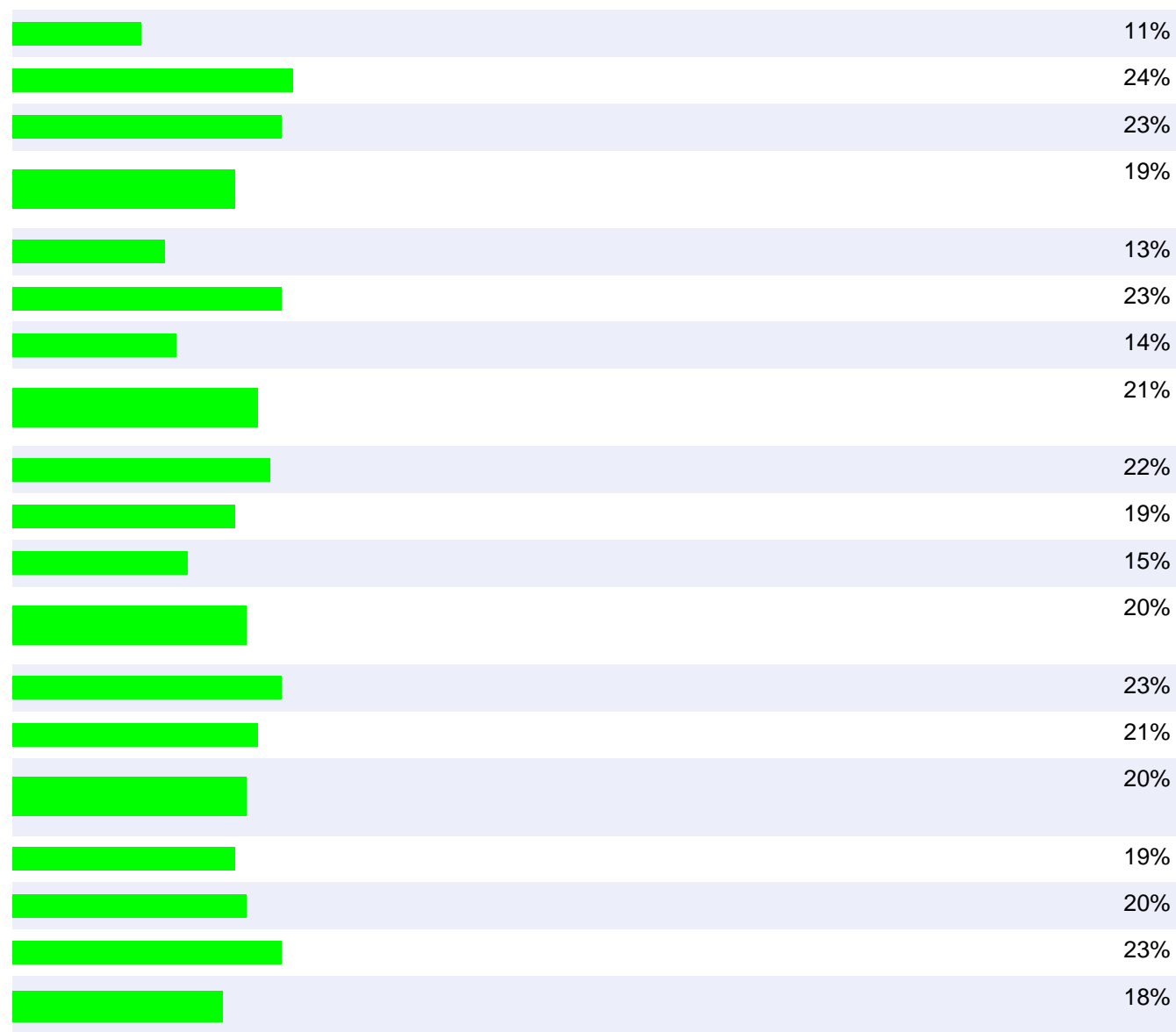
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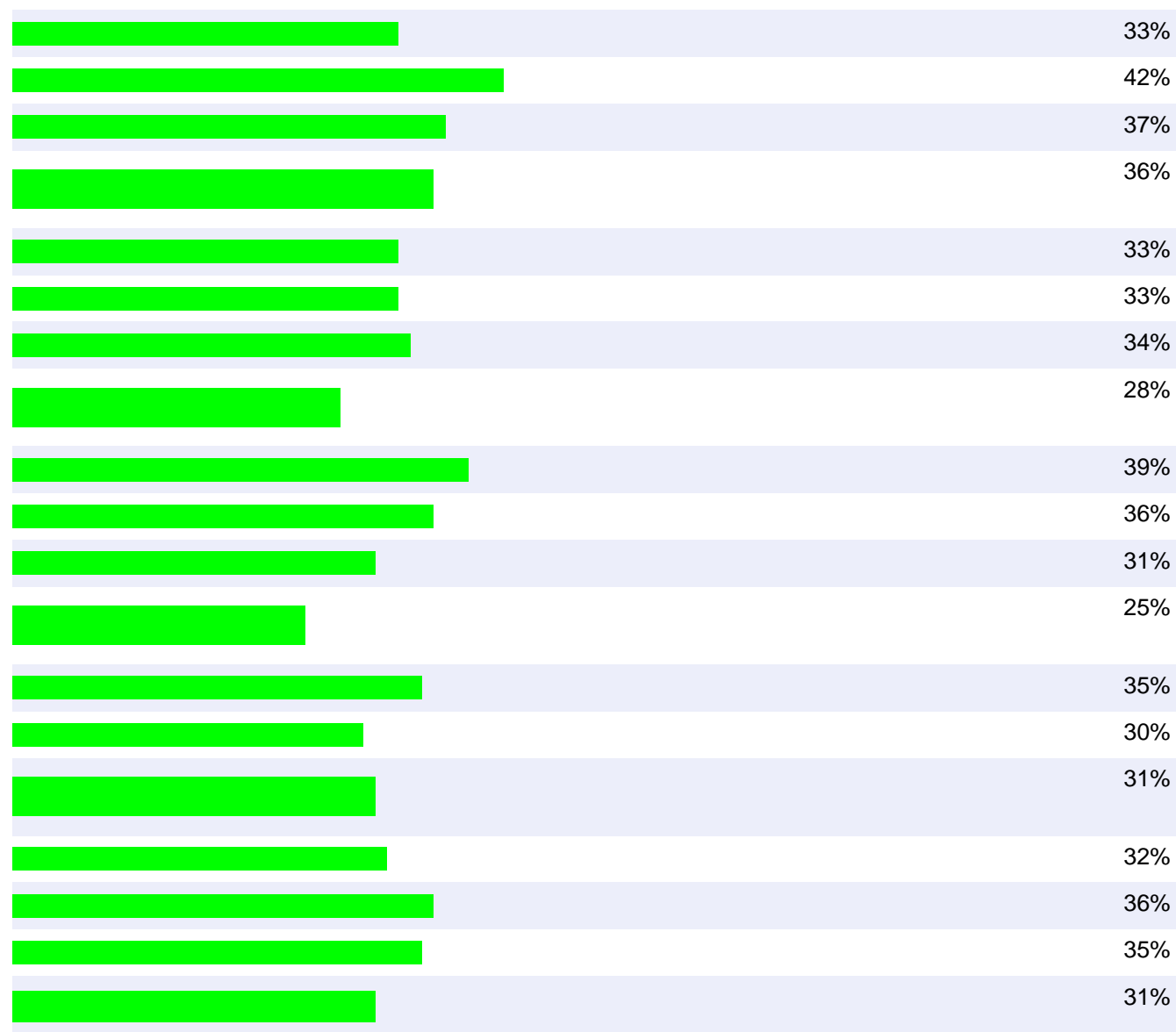
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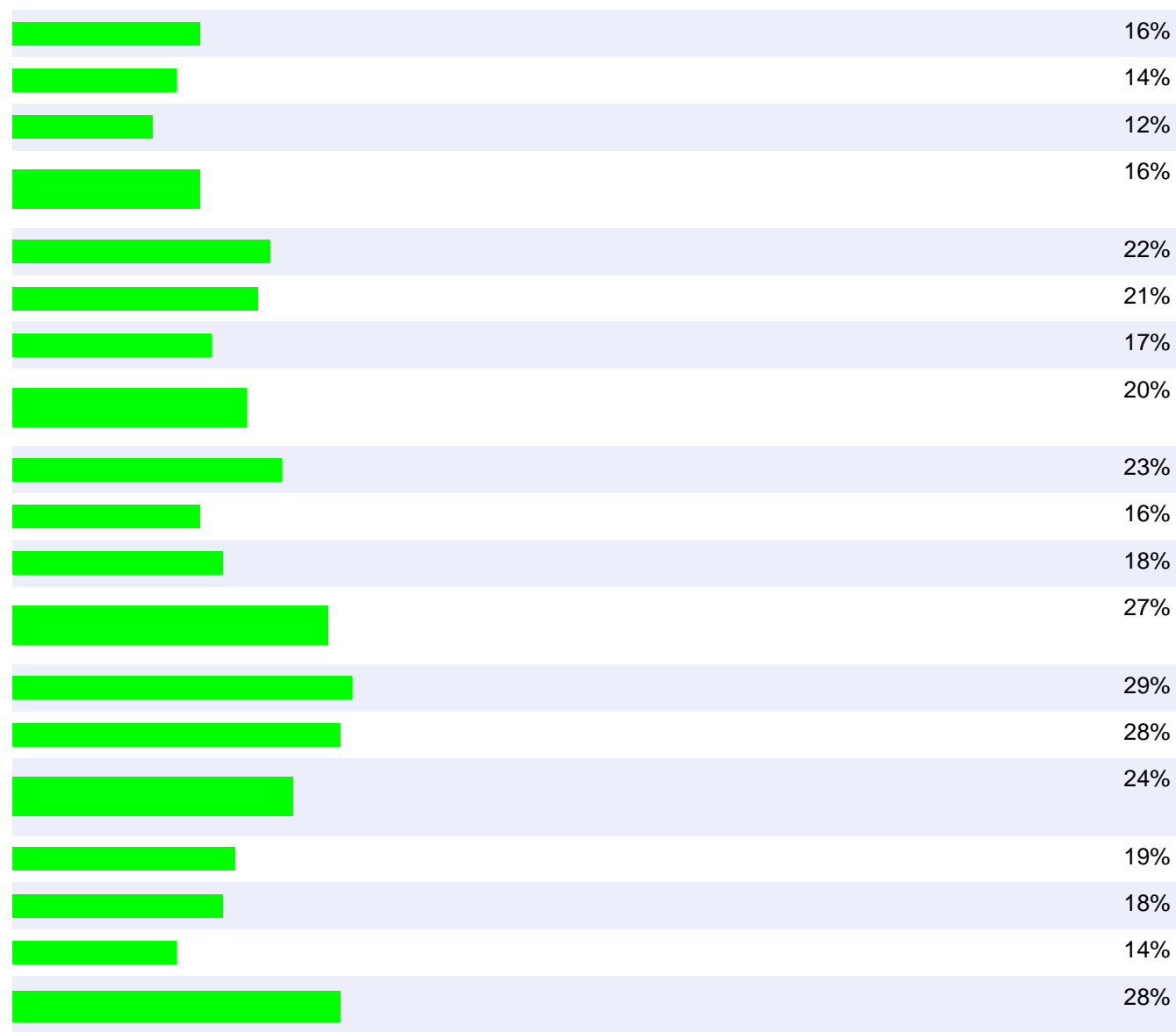
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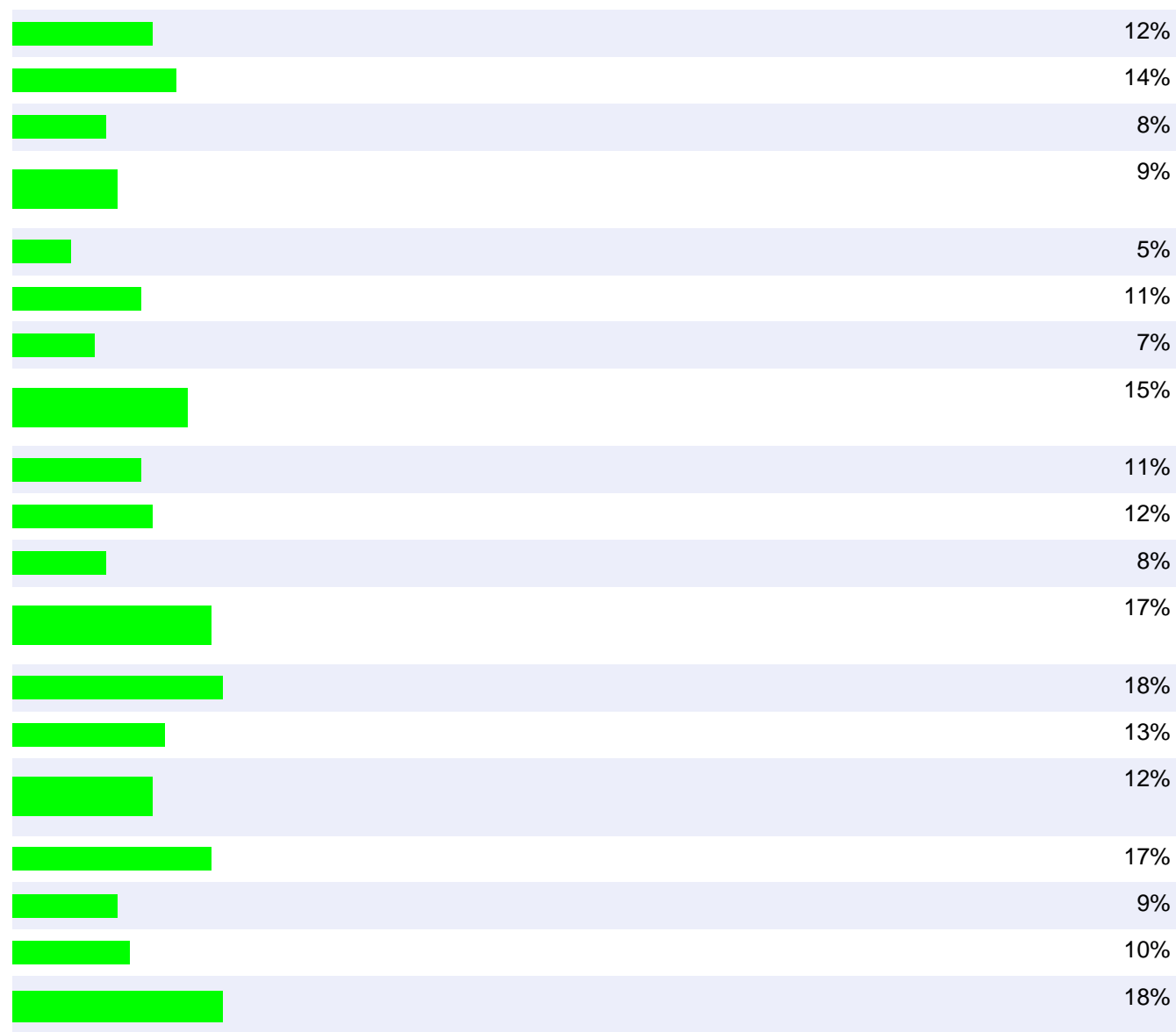
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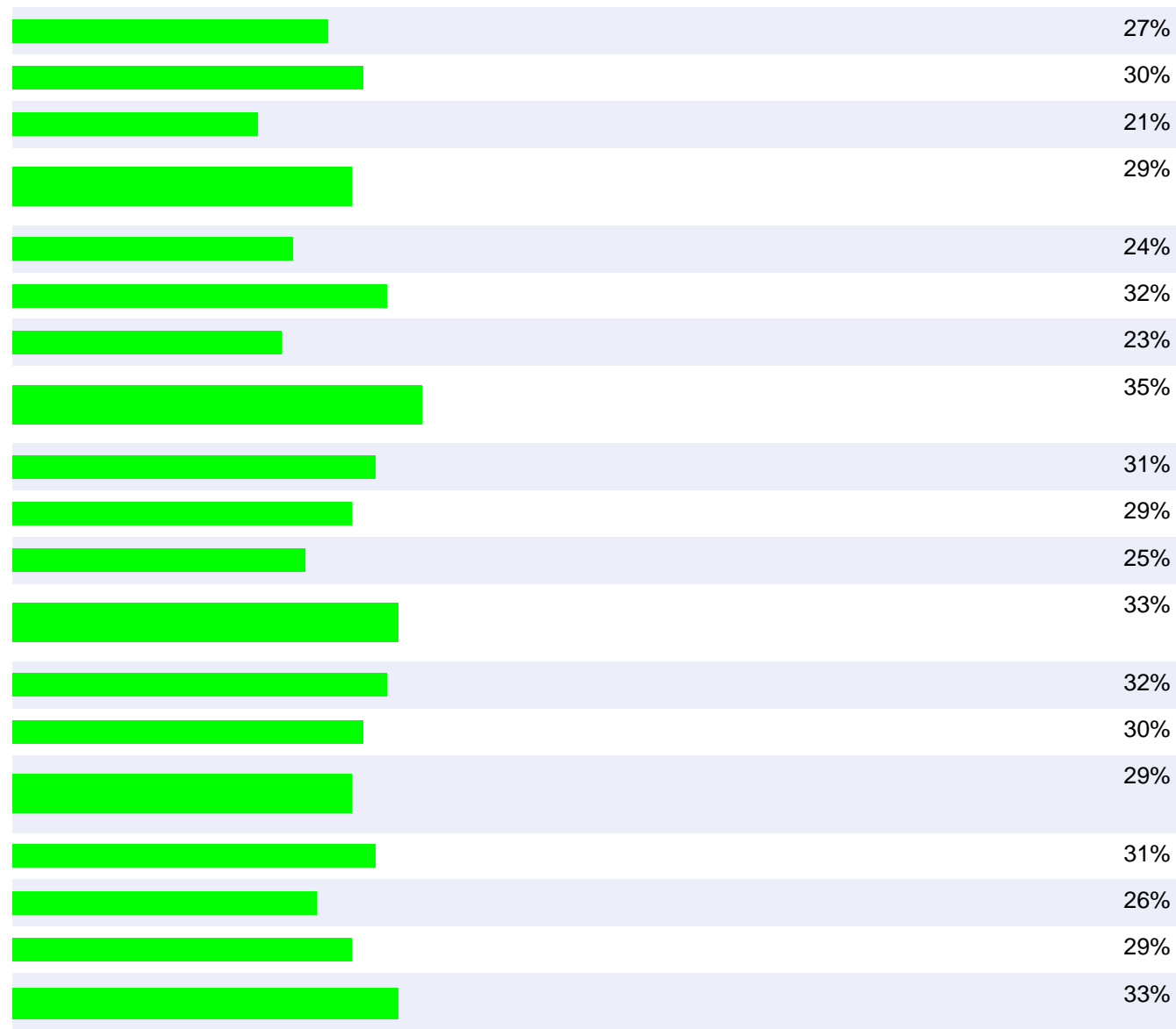
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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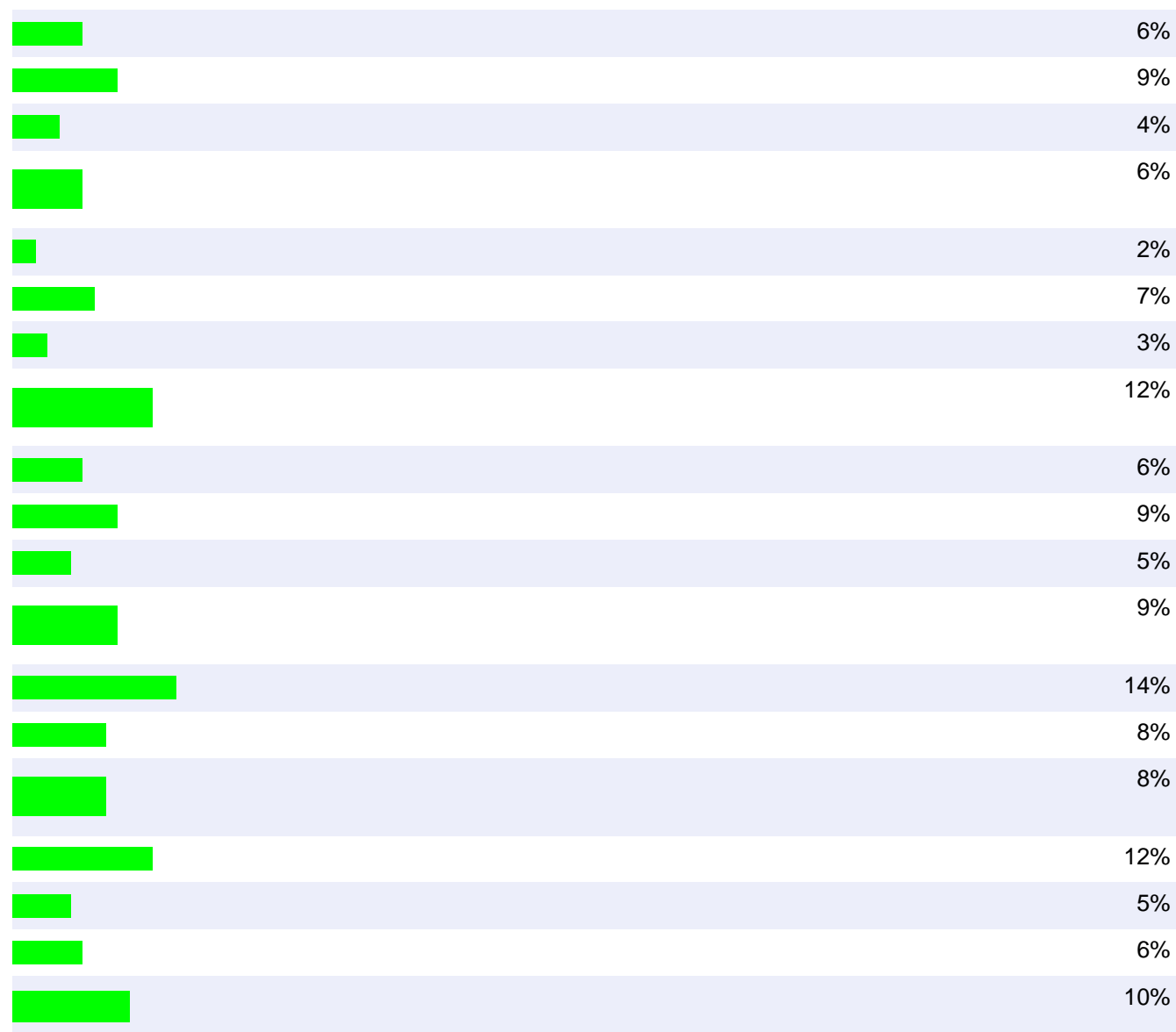
# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



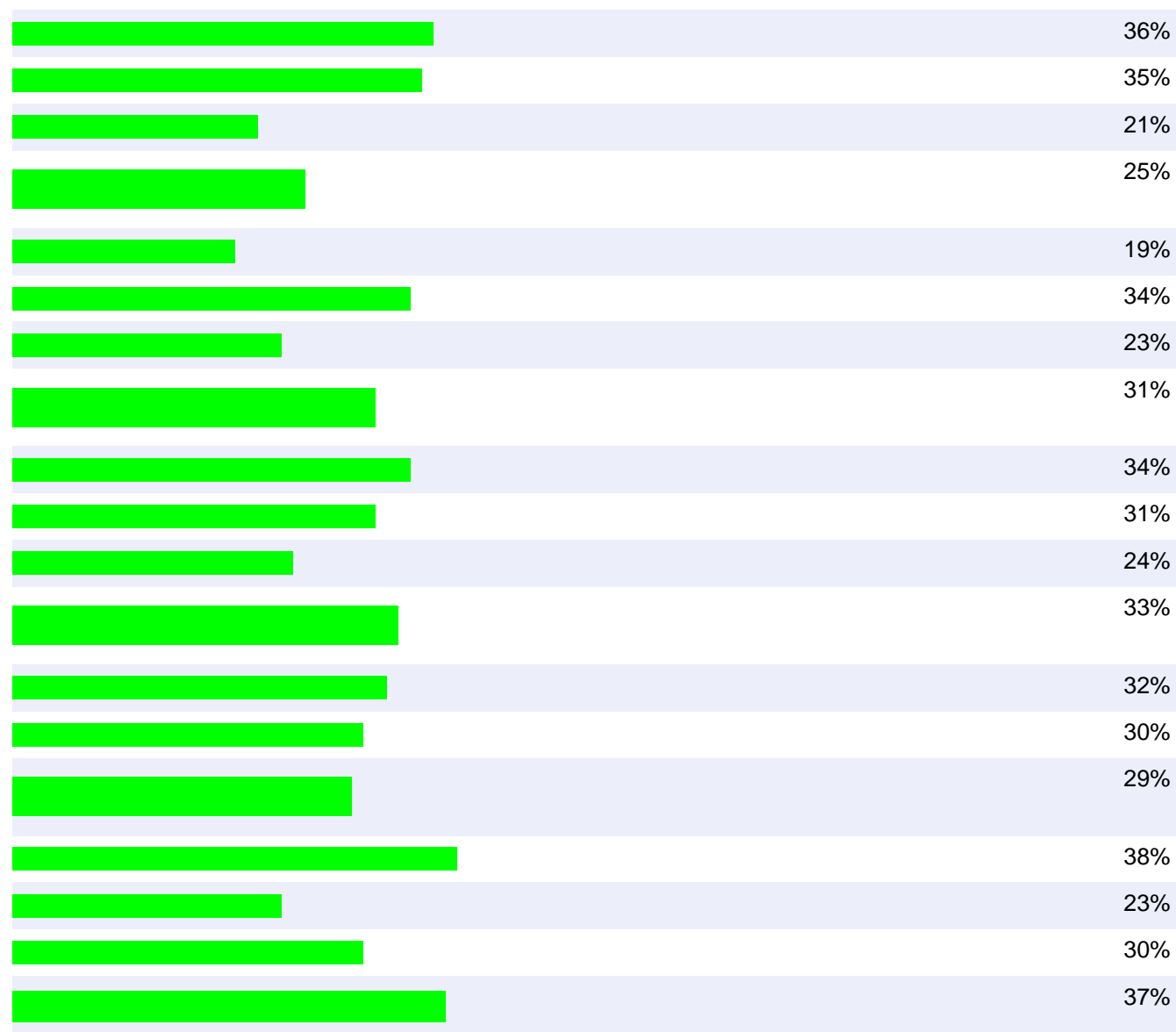
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

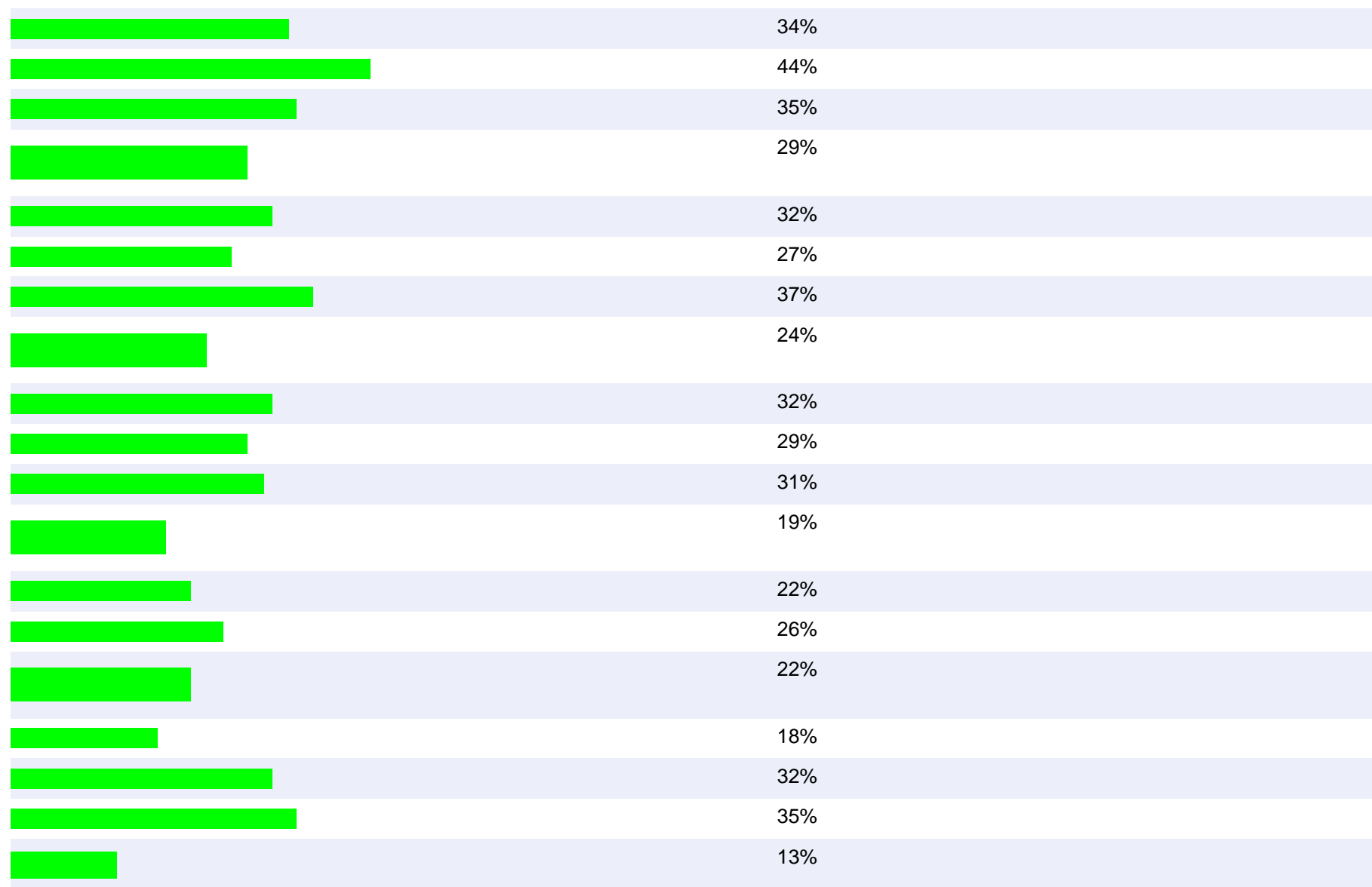
300 or more

300 or more

300 or more

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)

| SOUTH SHORE |   |                         |
|-------------|---|-------------------------|
| 330396      | WOODHULL MEDICAL AND MENTAL HEALTH CENTER         | 760 BROADWAY            |
| 330397      | INTERFAITH MEDICAL CENTER                         | 1545 ATLANTIC AVENUE    |
| 330399      | ST BARNABAS HOSPITAL                              | 4422 THIRD AVENUE       |
| 330401      | ST CATHERINE OF SIENA HOSPITAL                    | 50 ROUTE 25A            |
| 330403      | MONROE COMMUNITY HOSPITAL                         | 435 EAST HENRIETTA ROAD |
| 330404      | WINIFRED MASTERSON BURKE REHABILITATION HOSPITAL  | 785 MAMARONECK AVENUE   |
| 330405      | HELEN HAYES HOSPITAL                              | 51 NORTH ROUTE 9W       |
| 330406      | SUNNYVIEW HOSPITAL AND REHABILITATION CENTER      | 1270 BELMONT AVENUE     |
| 331301      | CUBA MEMORIAL HOSPITAL, INC                       | 140 WEST MAIN STREET    |
| 331302      | ELIZABETHTOWN COMMUNITY HOSPITAL                  | 75 PARK STREET          |
| 331303      | CATSKILL REGIONAL MEDICAL CENTER - G HERMANN SITE | 8081 ROUTE 97           |
| 331304      | MARGARETVILLE MEMORIAL HOSPITAL                   | 42084 STATE HIGHWAY 28  |
| 331305      | O'CONNOR HOSPITAL                                 | 460 ANDES ROAD          |
| 331306      | MOSES-LUDINGTON HOSPITAL                          | 1019 WICKER STREET      |
| 331307      | CLIFTON FINE HOSPITAL                             | 1014 OSWEGATCHIE TRAIL  |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|  |                 |    |
|--|-----------------|----|
|  | BROOKLYN        | NY |
|  | BROOKLYN        | NY |
|  | BRONX           | NY |
|  | SMITHTOWN       | NY |
|  | ROCHESTER       | NY |
|  | WHITE PLAINS    | NY |
|  | WEST HAVERSTRAW | NY |
|  | SCHENECTADY     | NY |
|  | CUBA            | NY |
|  | ELIZABETHTOWN   | NY |
|  | CALLICOON       | NY |
|  | MARGARETVILLE   | NY |
|  | DELHI           | NY |
|  | TICONDEROGA     | NY |
|  | STAR LAKE       | NY |



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|       |                |            |
|-------|----------------|------------|
| 11206 | KINGS          | 7189638100 |
| 11213 | KINGS          | 7186134000 |
| 10457 | BRONX          | 2129609000 |
| 11787 | SUFFOLK        | 6318623000 |
| 14620 | MONROE         | 5857606500 |
| 10605 | WESTCHESTER    | 9145972232 |
| 10993 | ROCKLAND       | 8457864000 |
| 12308 | SCHENECTADY    | 5183863580 |
| 14727 | ALLEGANY       | 5859612000 |
| 12932 | ESSEX          | 5188736377 |
| 12723 | SULLIVAN       | 8458875530 |
| 12455 | DELAWARE       | 8455865631 |
| 13753 | DELAWARE       | 6077460300 |
| 12883 | ESSEX          | 5185852831 |
| 13690 | SAINT LAWRENCE | 3158483351 |

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

2%

3%

Not Available

1%

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

81%

77%

Not Available

96%

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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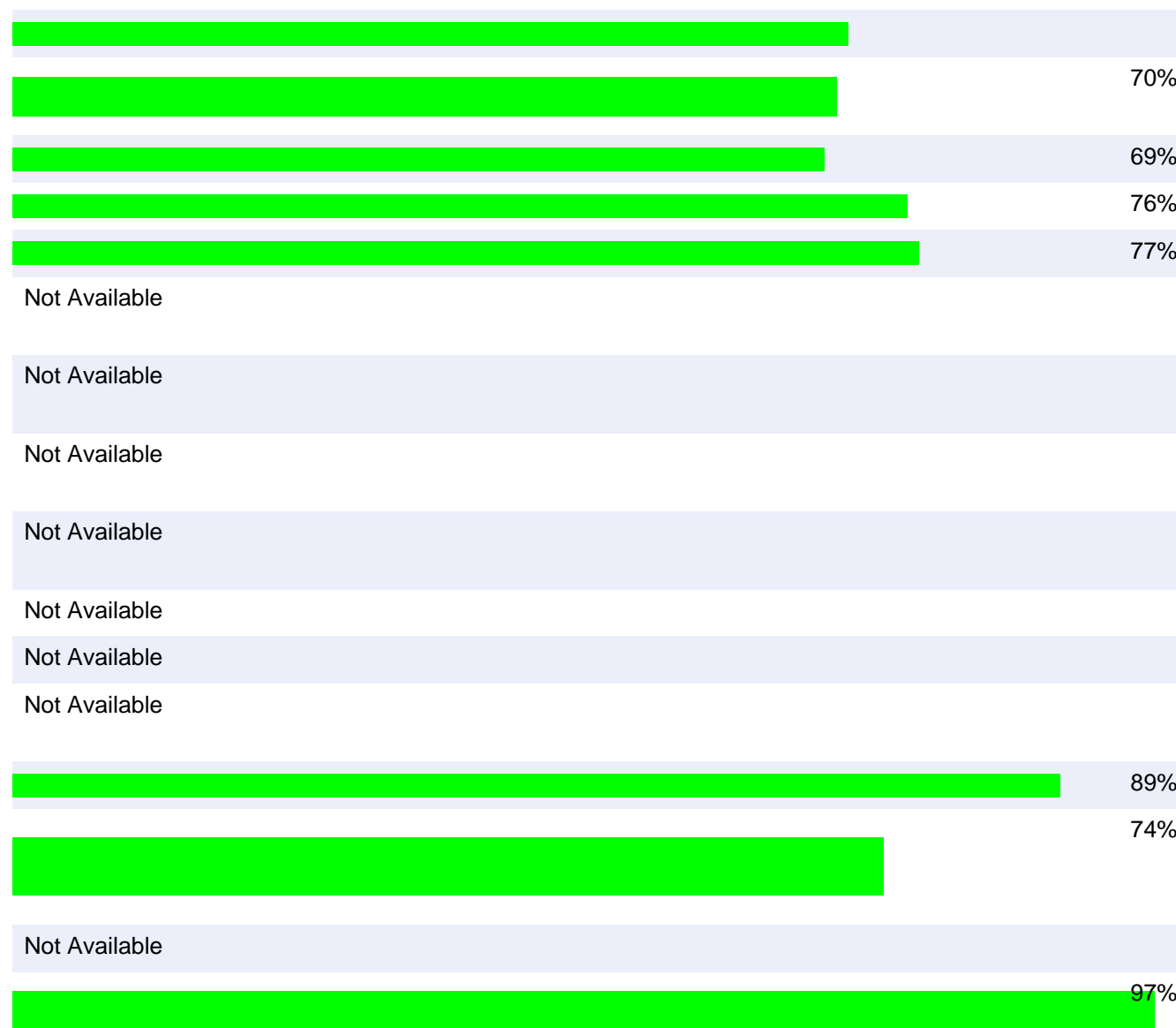
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

7%

5%

Not Available

1%



Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

| Category | Percentage |
|----------|------------|
| Other    | 16%        |

18%

Not Available

6%

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

10%

3%

Not Available

2%

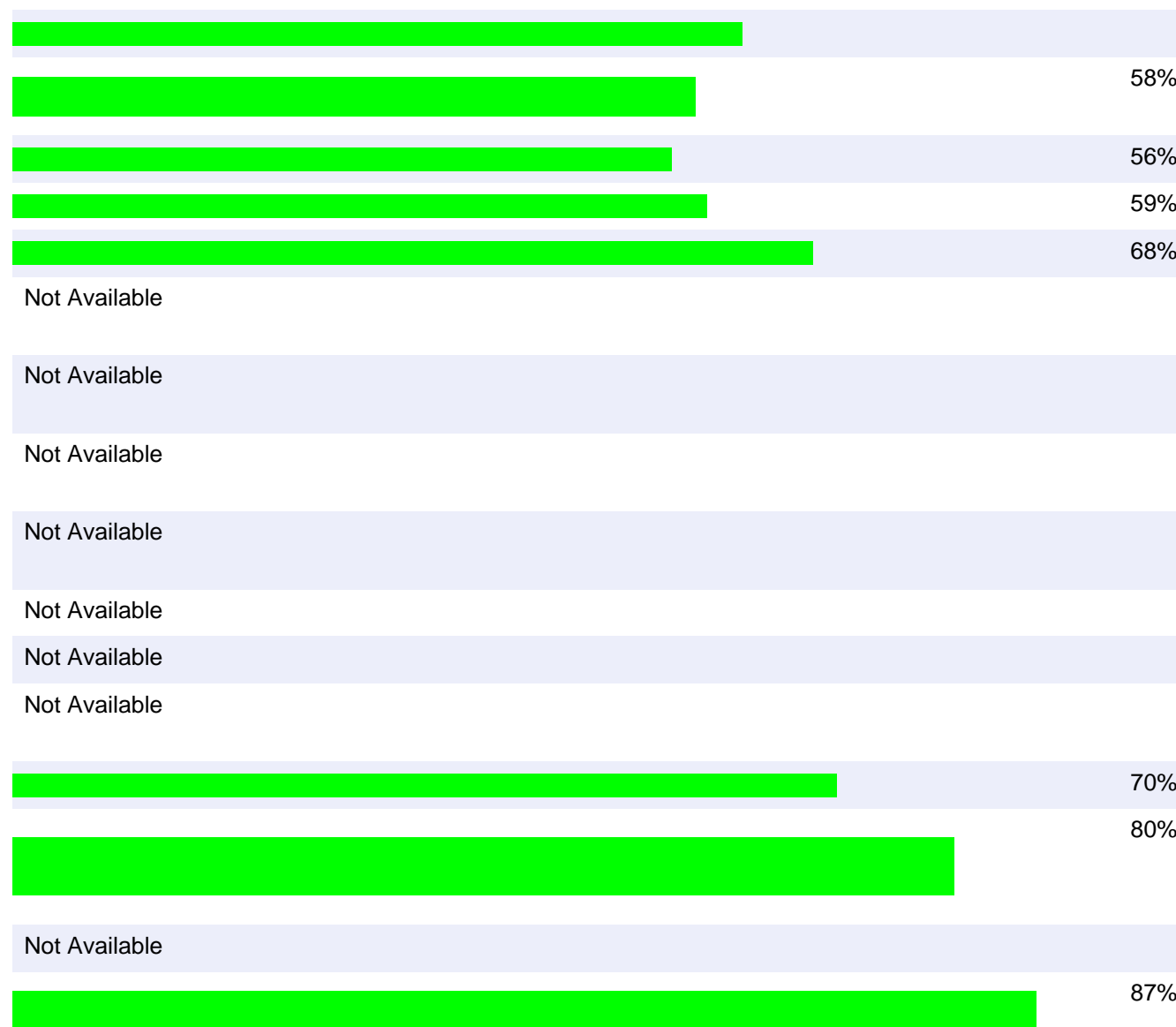
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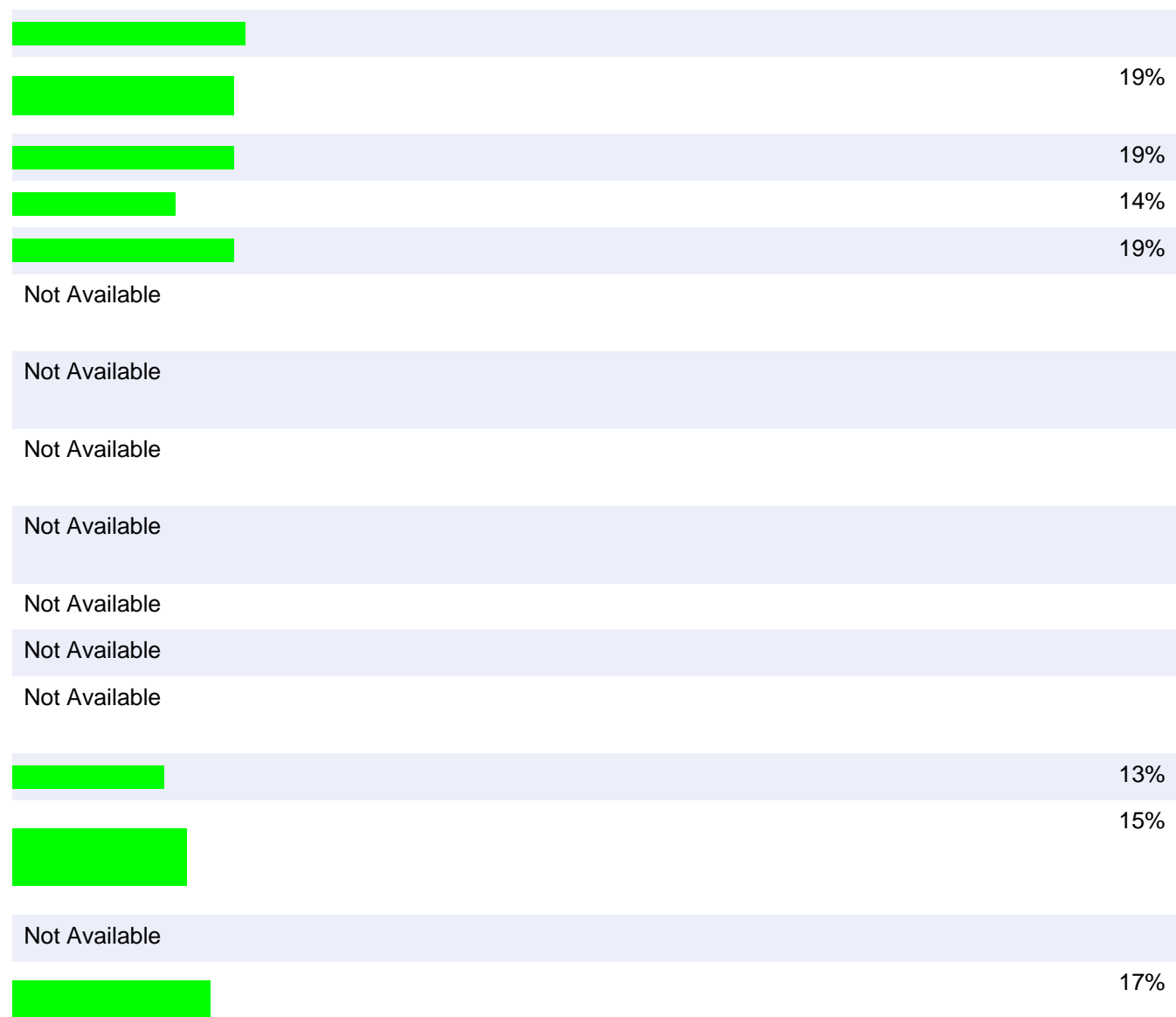
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

72%

64%

Not Available

72%



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

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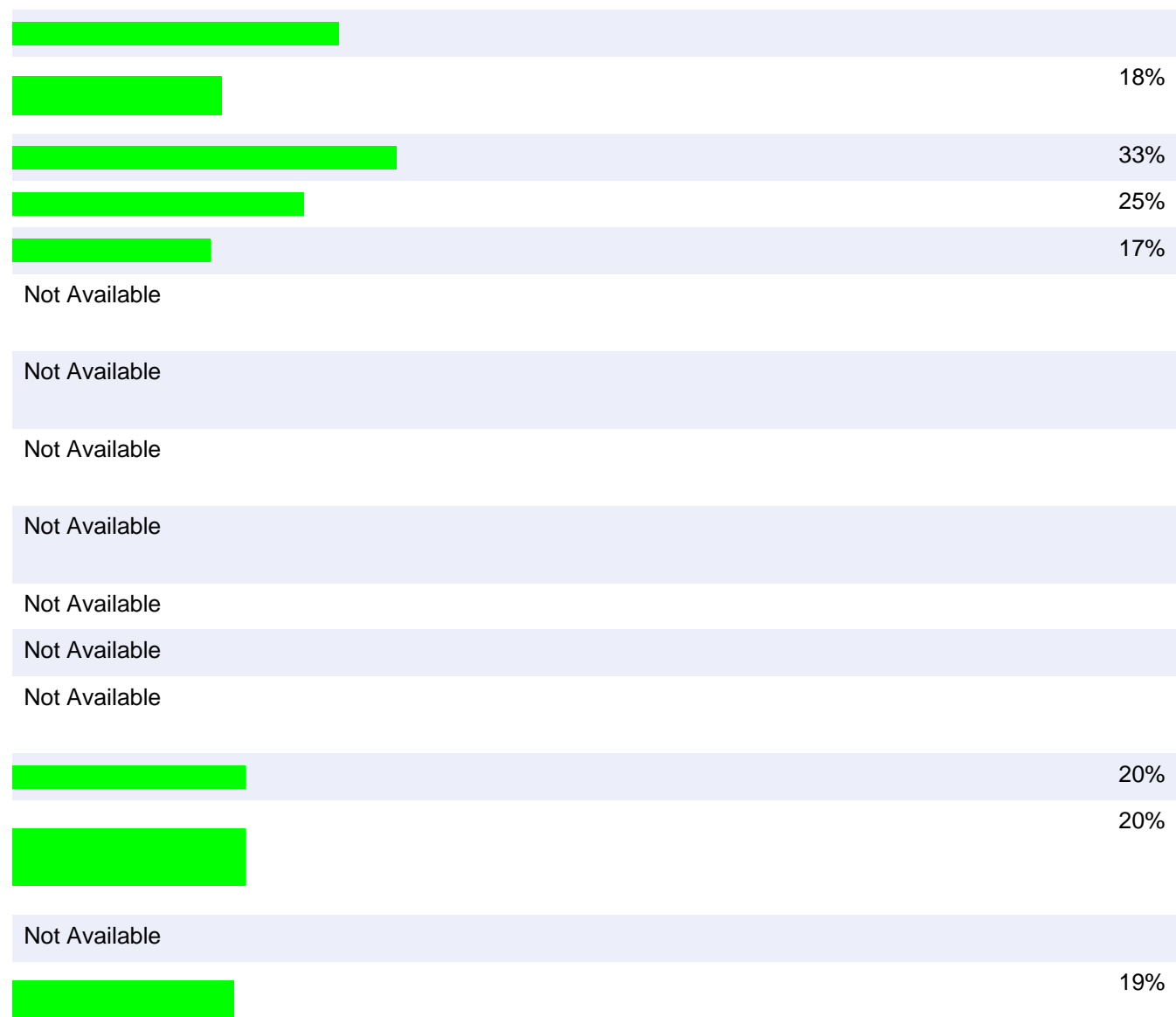
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)





Based on Survey of Patients' Hospital Experiences (HCAHPS)



Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

10%

7%

Not Available

2%

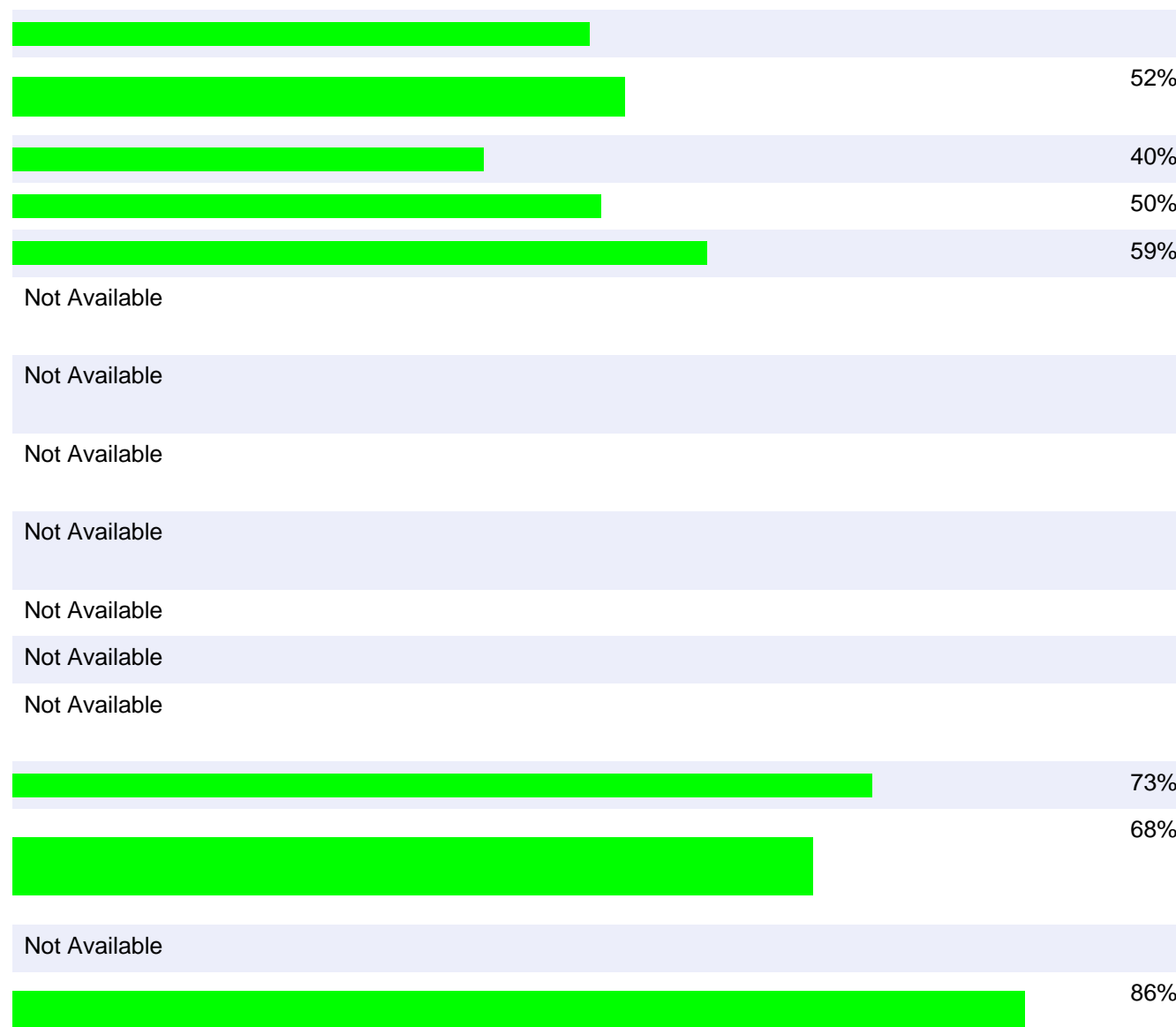
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# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Not Available

Between 100 and 299

Fewer than 100

Not Available

Fewer than 100

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|               |     |   |
|---------------|-----|---|
|               |     |   |
|               | 23% |   |
|               | 9%  |   |
|               | 13% |   |
|               | 30% |   |
| Not Available |     | No or very few patients were eligible for the HCAHPS survey   |
| Not Available |     | No or very few patients were eligible for the HCAHPS survey   |
| Not Available |     | No or very few patients were eligible for the HCAHPS survey   |
| Not Available |     | No or very few patients were eligible for the HCAHPS survey   |
| Not Available |     | Survey results are not available for this reporting period  |
| Not Available |     | Survey results are not available for this reporting period  |
| Not Available |     | Survey results are not available for this reporting period  |
|               | 34% |   |
|               | 43% | Fewer than 100 patients completed the HCAHPS survey. Use these scores with caution, as the number of surveys may be too low to reliably assess hospital performance |
| Not Available |     | Survey results are not available for this reporting period  |
|               | 37% | Very few patients were eligible for the HCAHPS survey. The scores shown reflect fewer than 50 completed surveys.  |



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|        |  |                       |
|--------|--|-----------------------|
| 331309 | RIVER HOSPITAL, INC                                | 4 FULLER STREET       |
| 331310 | ELLENVILLE REGIONAL HOSPITAL                       | 10 HEALTHY WAY        |
| 331311 | LITTLE FALLS HOSPITAL                              | 140 BURWELL STREET    |
| 331312 | DELAWARE VALLEY HOSPITAL, INC                      | 1 TITUS PLACE         |
| 331313 | SCHUYLER HOSPITAL, INC                             | 220 STEUBEN STREET    |
| 331314 | SOLDIERS AND SAILORS MEMORIAL<br>HOSPITAL OF YATES | 418 NORTH MAIN STREET |

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

ALEXANDRIA BAY NY

ELLENVILLE NY

LITTLE FALLS NY

WALTON NY

MONTOUR FALLS NY

PENN YAN NY

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

|       |           |            |
|-------|-----------|------------|
| 13607 | JEFFERSON | 3154822511 |
|-------|-----------|------------|

|       |        |            |
|-------|--------|------------|
| 12428 | ULSTER | 8456476400 |
|-------|--------|------------|

|       |          |            |
|-------|----------|------------|
| 13365 | HERKIMER | 3158235261 |
|-------|----------|------------|

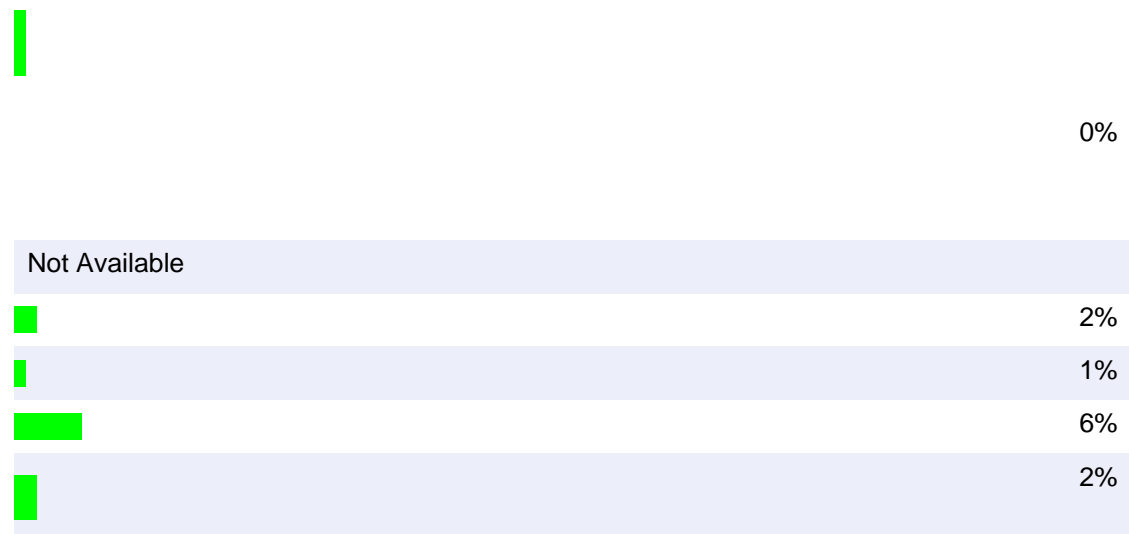
|       |          |            |
|-------|----------|------------|
| 13856 | DELAWARE | 6078652100 |
|-------|----------|------------|

|       |          |            |
|-------|----------|------------|
| 14865 | SCHUYLER | 6075307121 |
|-------|----------|------------|

|       |       |            |
|-------|-------|------------|
| 14527 | YATES | 3157874175 |
|-------|-------|------------|

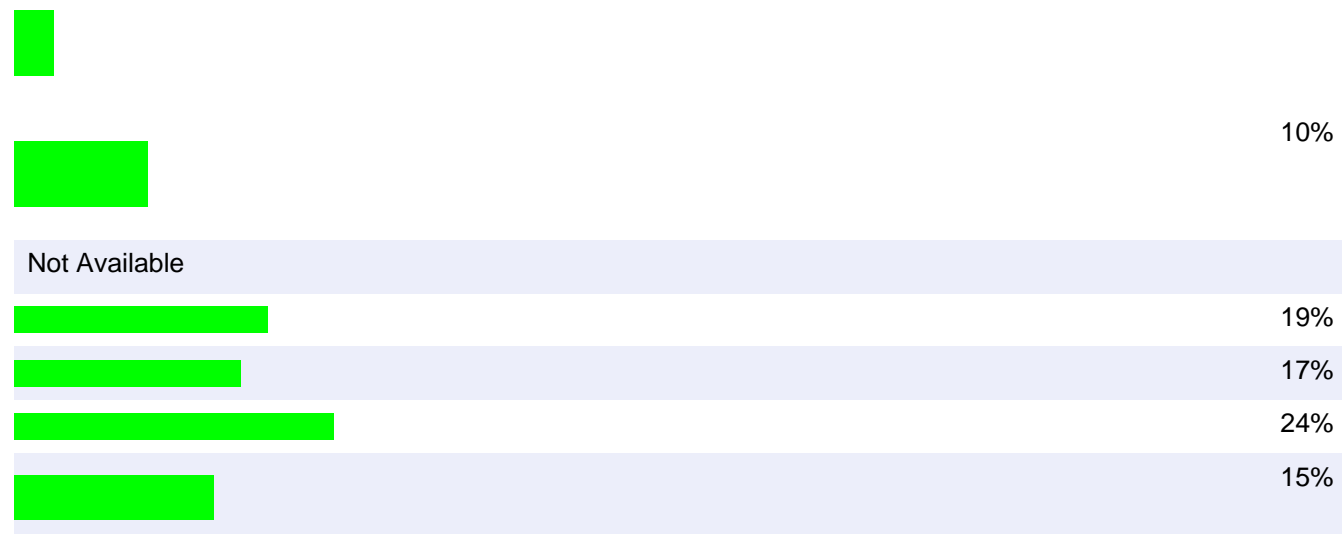
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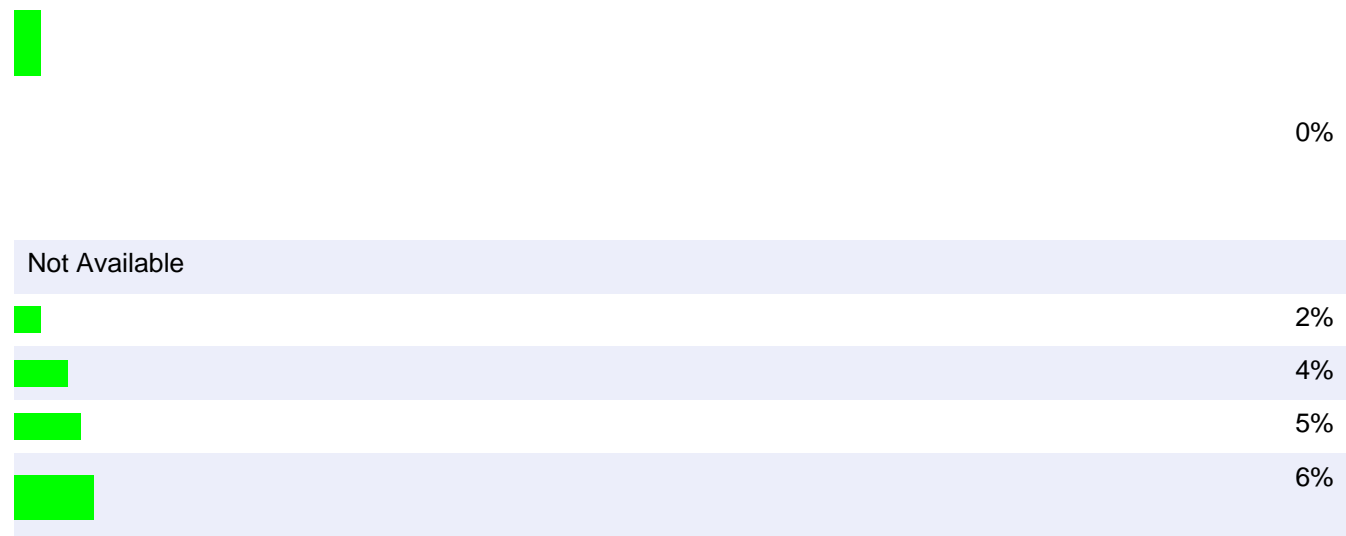
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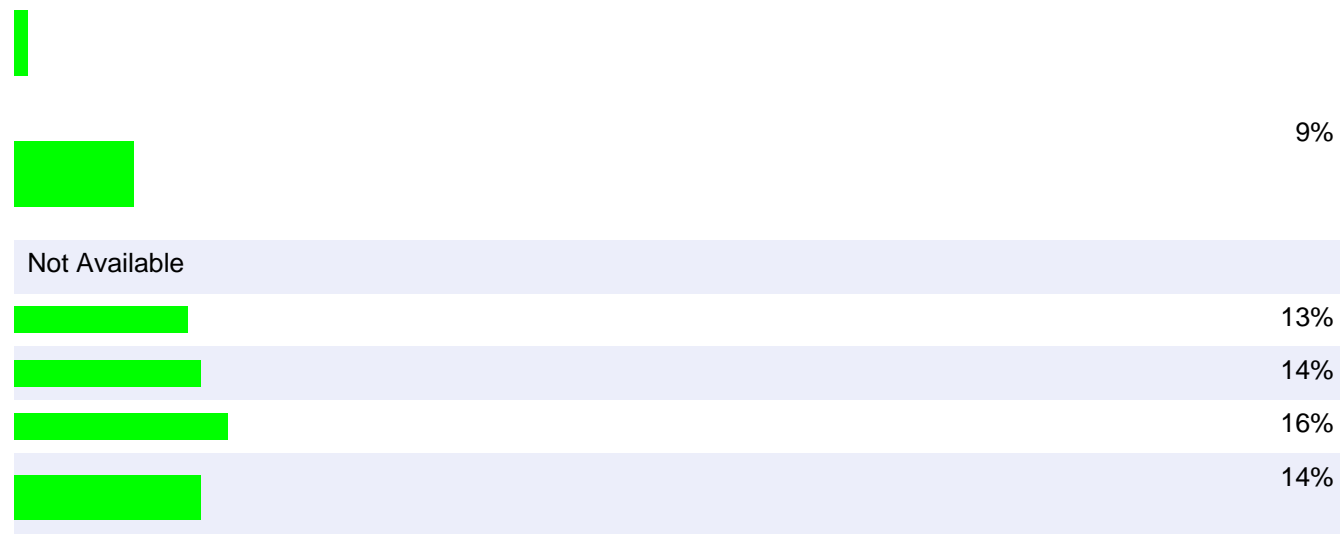
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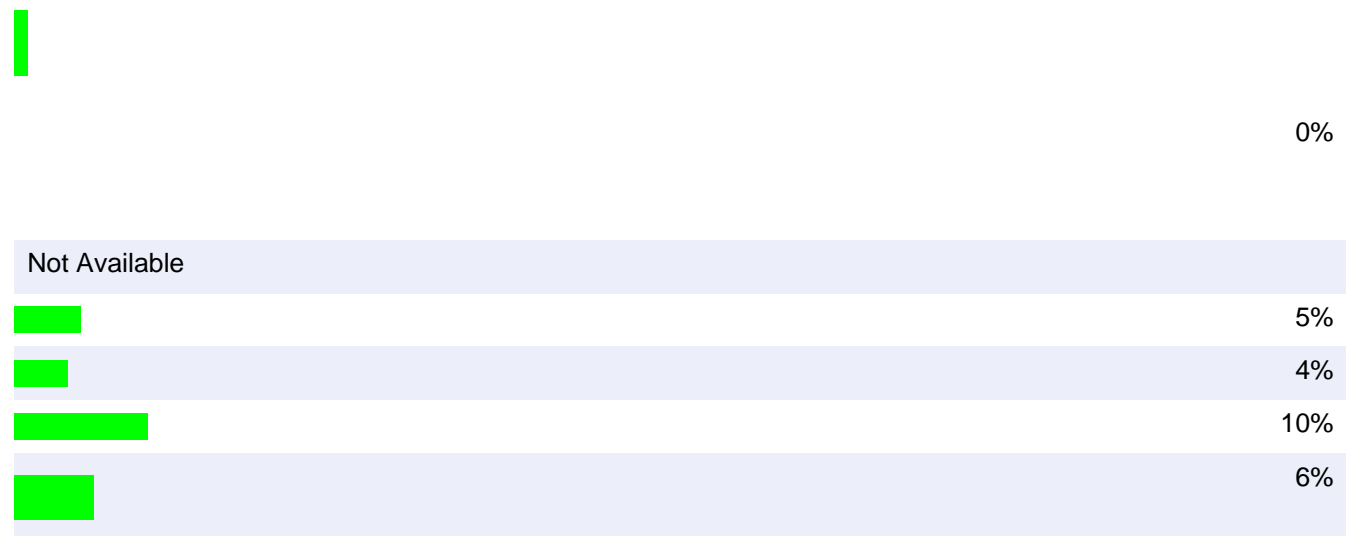
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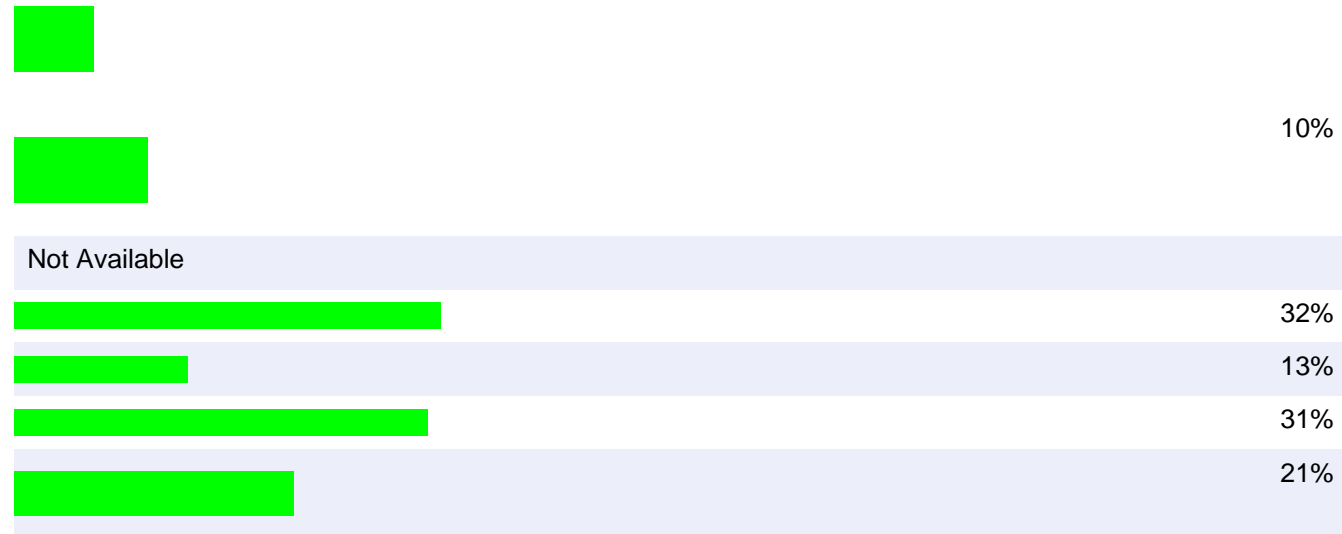
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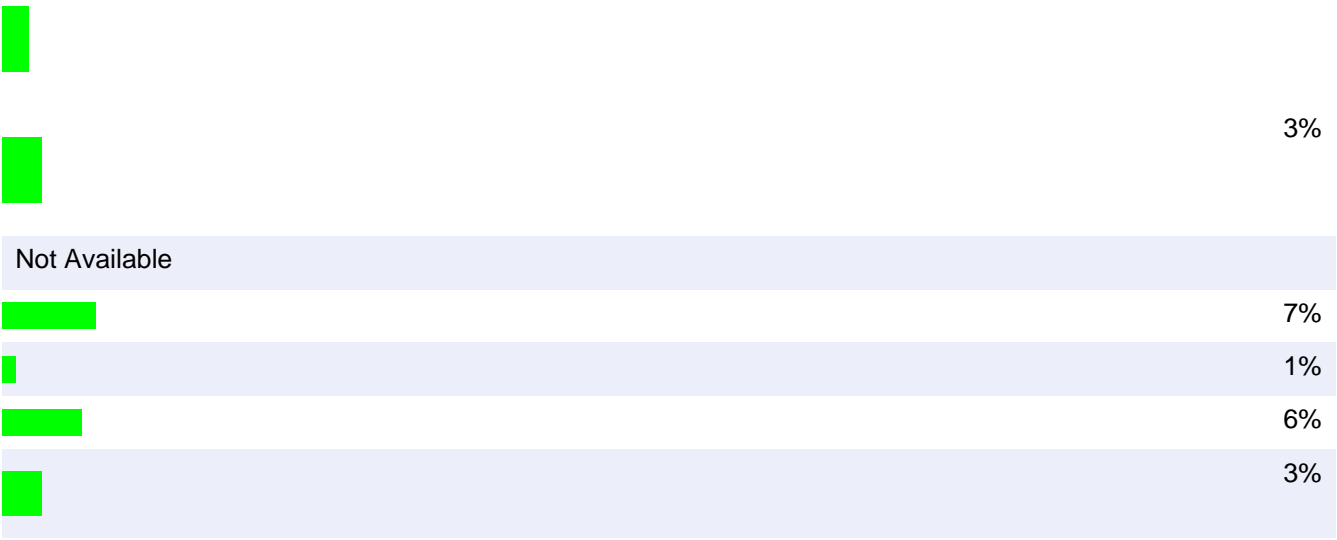
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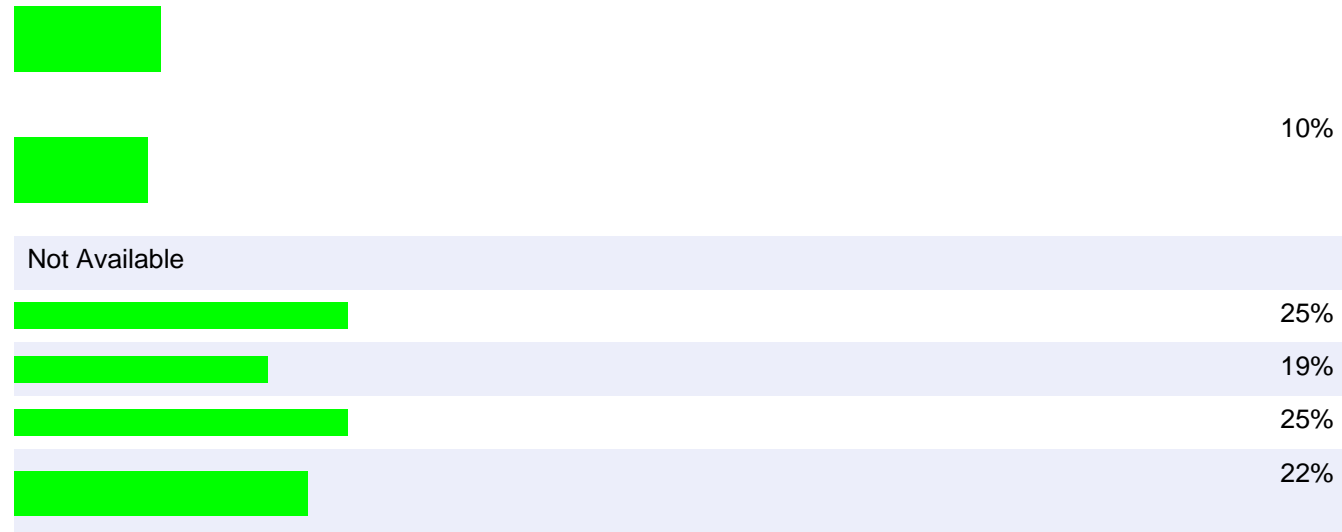
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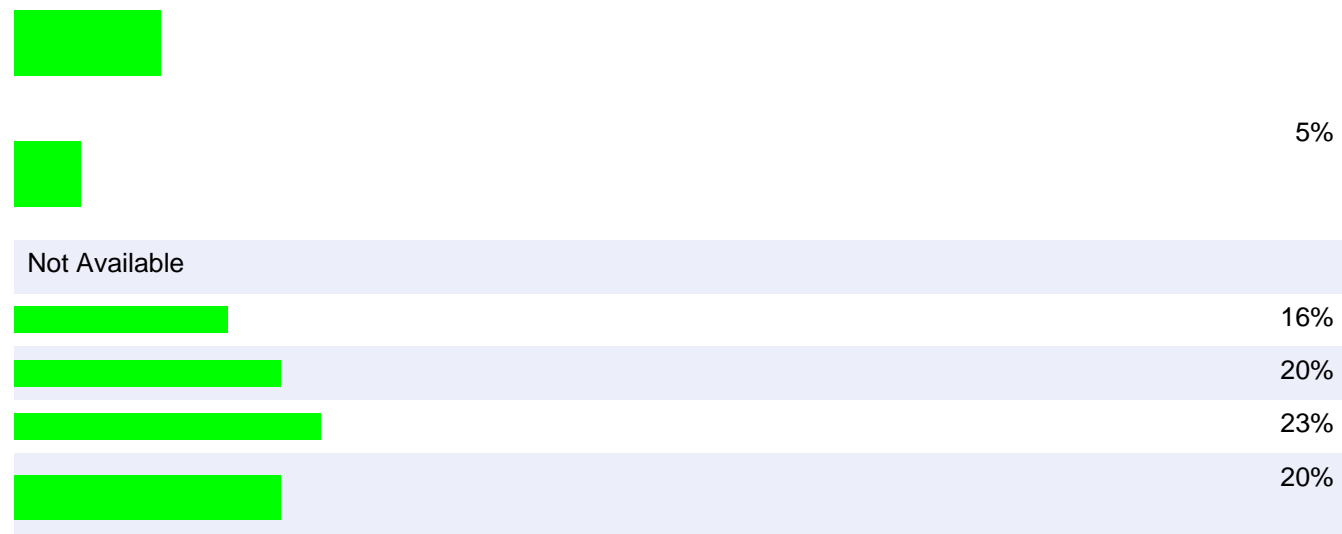
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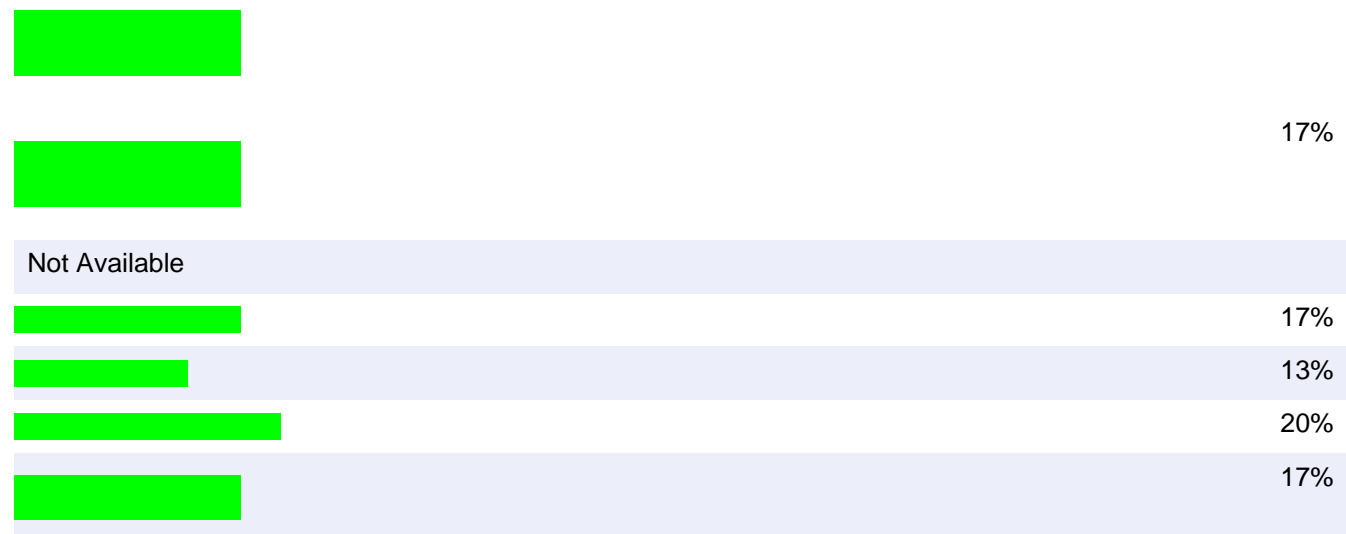
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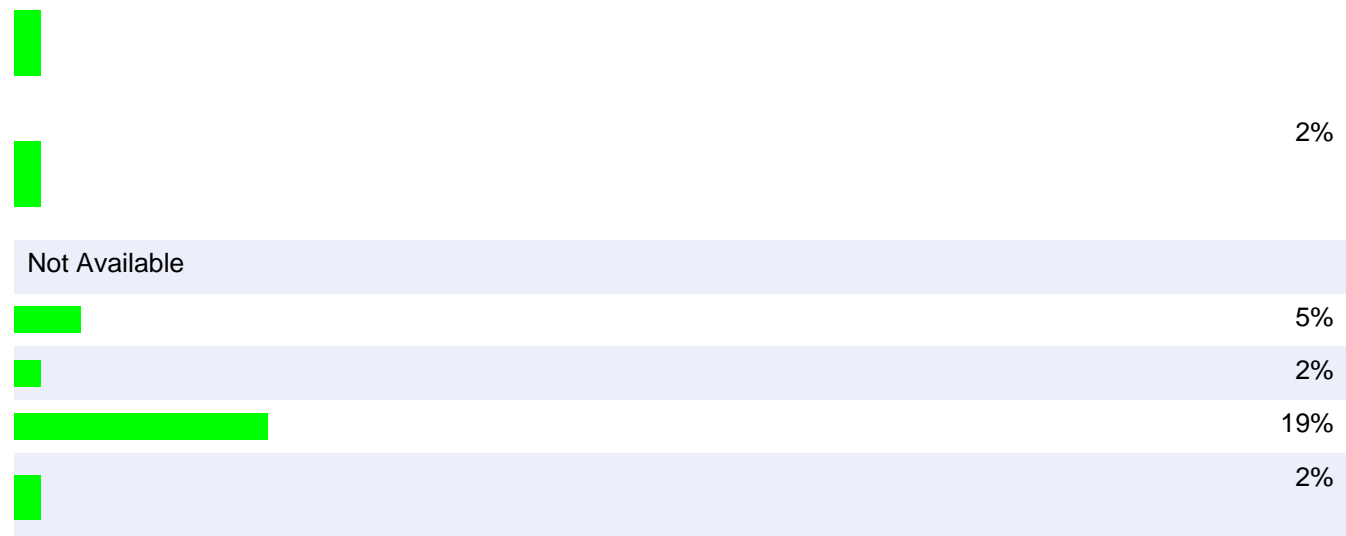
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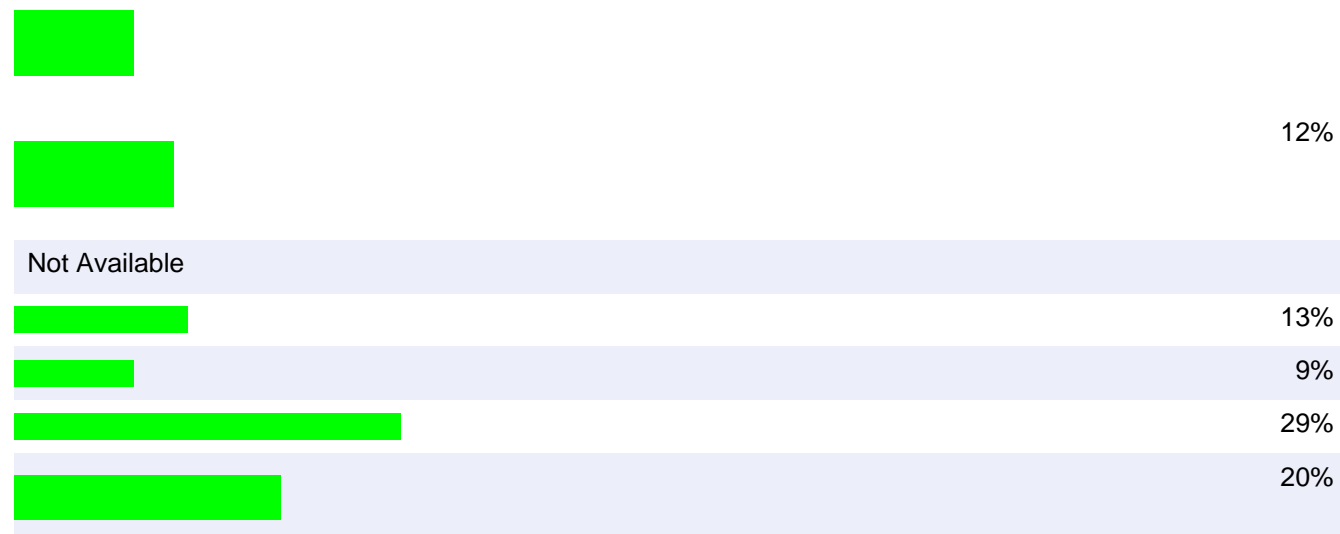
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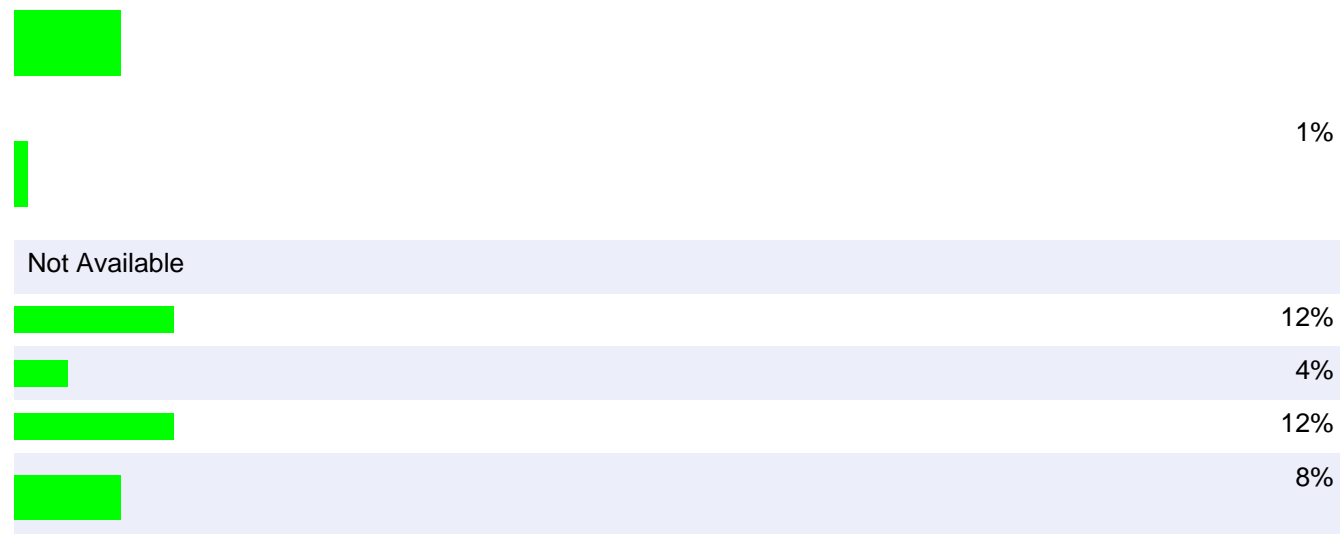
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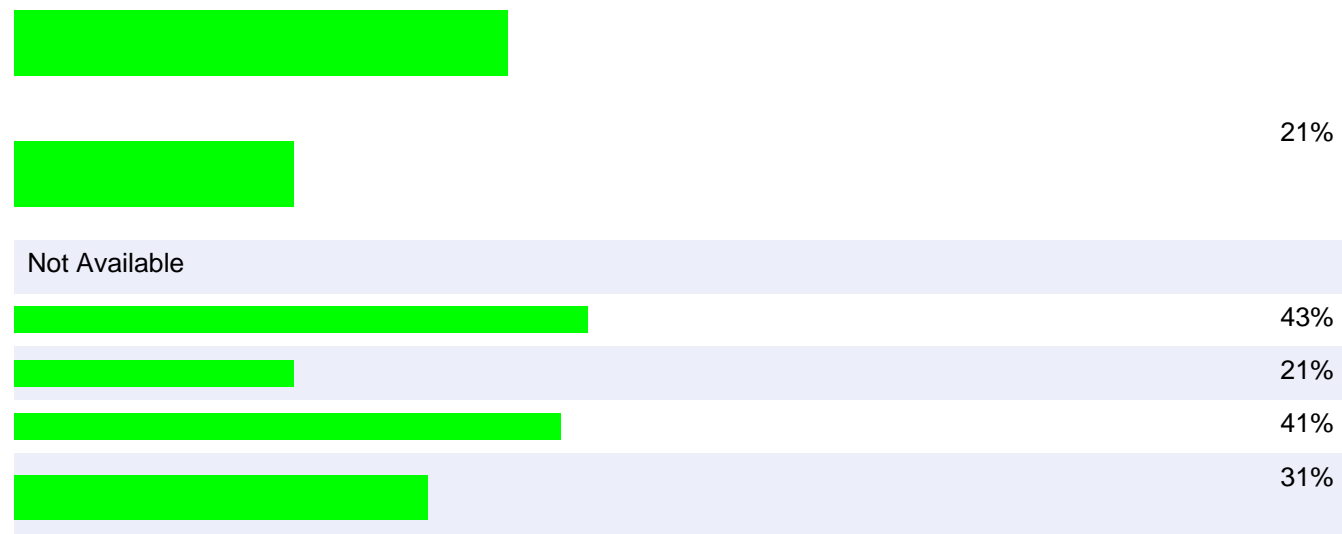
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



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Based on Survey of Patients' Hospital Experiences (HCAHPS)





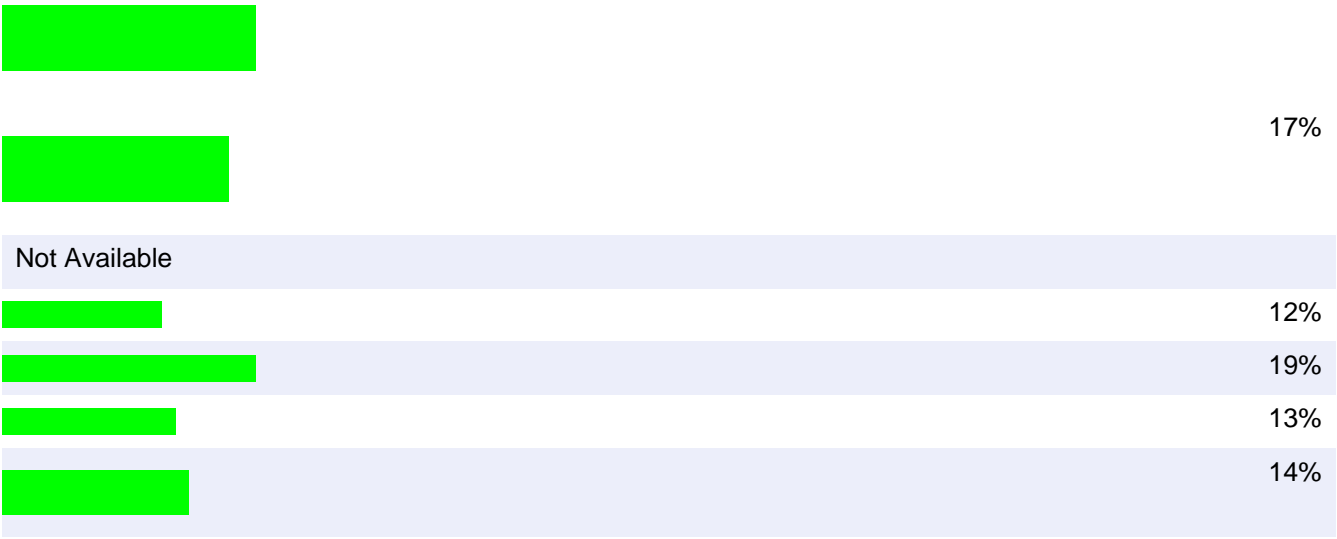
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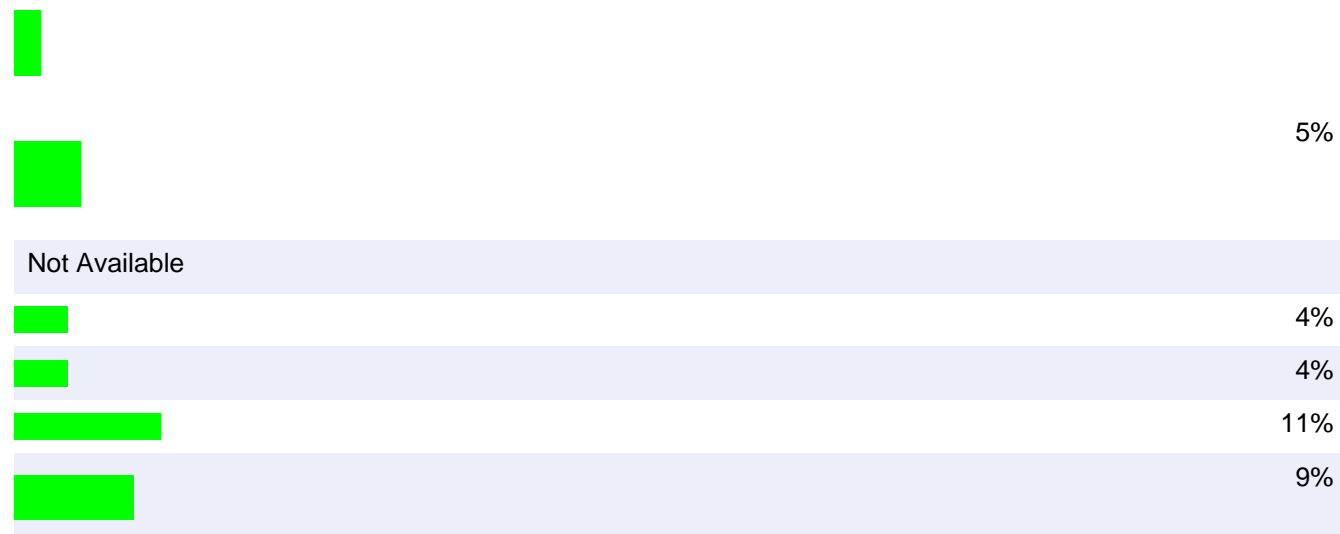
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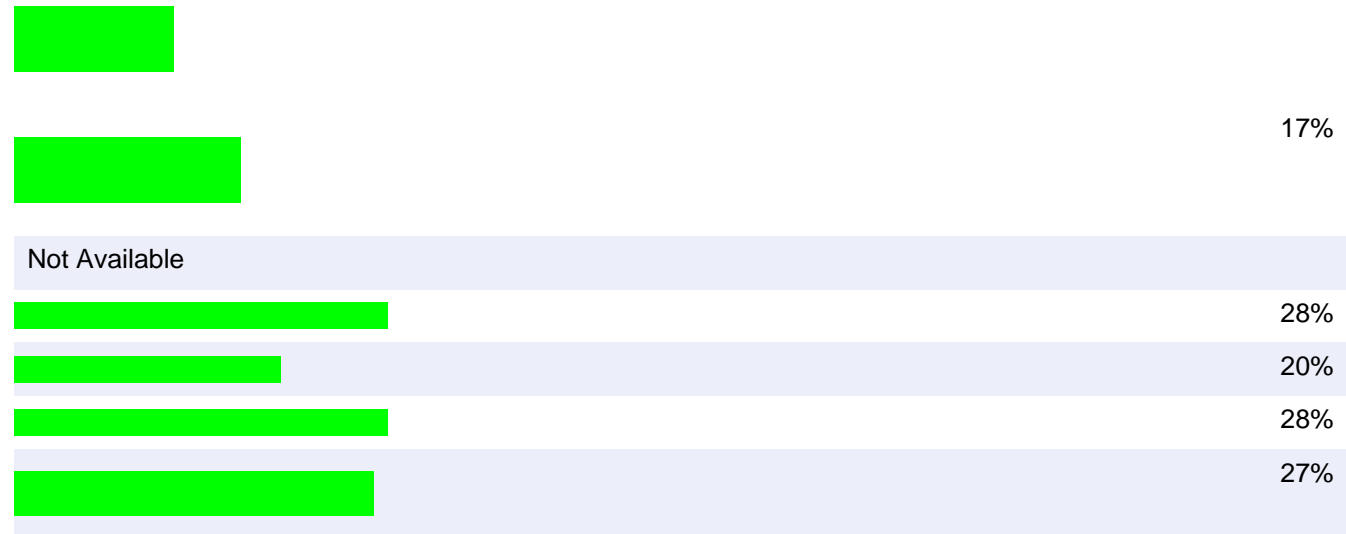
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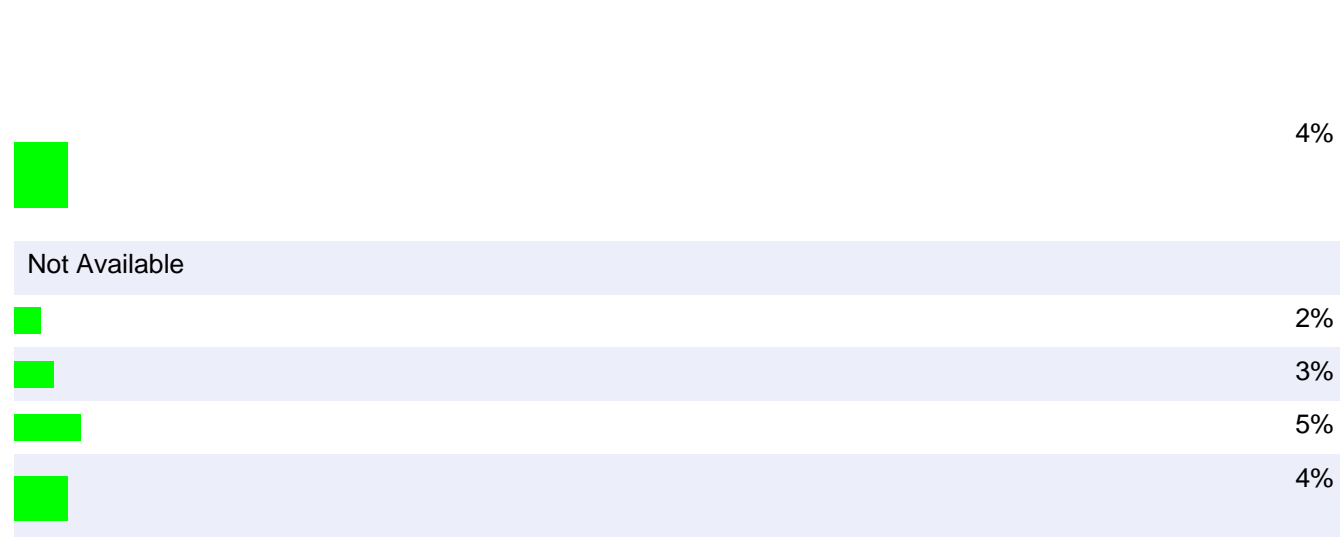
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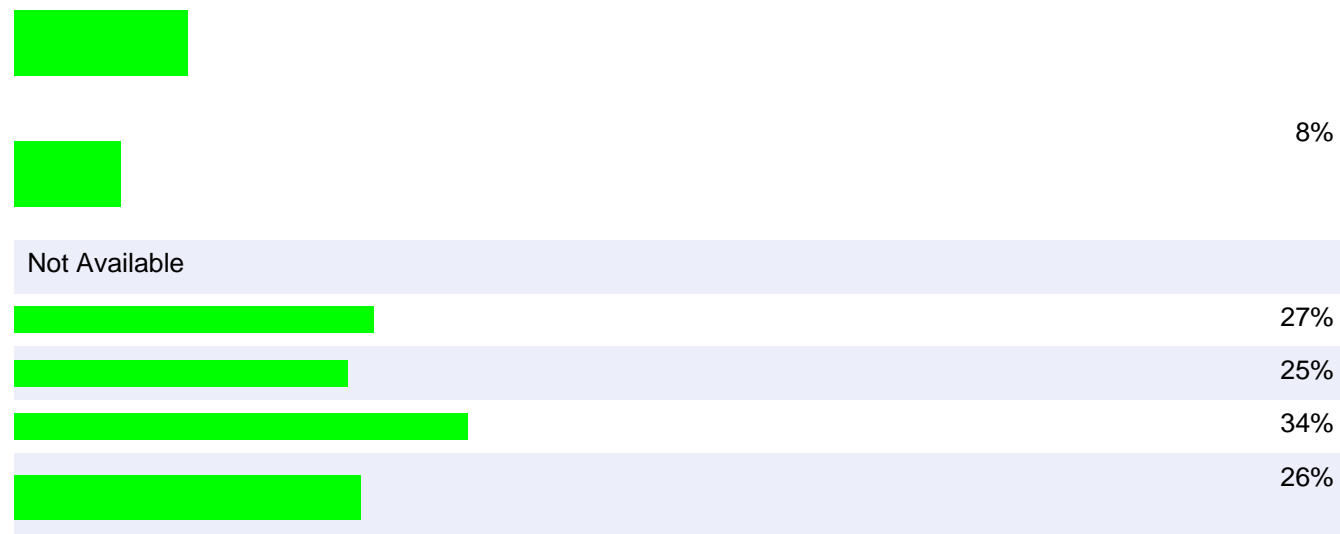
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)





# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Fewer than 100

Not Available

Between 100 and 299

Between 100 and 299

Between 100 and 299

Between 100 and 299

# Medicare Sept 11 - Dec 12 CA MA NY Hospital Consumer As

Based on Survey of Patients' Hospital Experiences (HCAHPS)

